STEVEN E. KOLAR

# 1200 Redwood St. #40

# Las Vegas NV, 89146

**Cell: (805) 285-6558**

**e-mail: golfsf2003@yahoo.com**

**SUMMARY OF QUALIFICATIONS**

Motivated to learn and grow professionally, willing to travel to do so

Talented in supervisory and directorial roles

Effectively communicates and educates business owners of diverse cultures

Skilled in patiently coaching and educating with a variety of disciplines

Dynamic in giving demonstrations to potential clients and professional associations Produced golf tournament video documentary presentation for the American Society of Cinematographers special events committee for 14 years

# PROFESSIONAL SKILLS AND EXPERIENCE

**Time Share Representative Diamond Resorts – Las Vegas, NV 06-19 to 03-20**

* Inbound sales calls regarding points-based account information and billing inquiries.
* Responsible for closing sales for reservation guarantees, seasonal promotions, and special offers.
* Assist members with issues regarding contracts and point-based account expiration dates.

**P&C Insurance Agent USAA/Sutherland Global – Las Vegas, NV 04-18 to 03-19**

* Responsible for relocating auto policies for military members.
* Assist members with policy coverage issues.
* Accurately resolve customer policy discrepancies with excellent customer service in mind.
* Licensed for Property and Casualty insurance in Nevada and thirteen other states.

**Time Share Sales Agent Eldorado Resorts LLC – Las Vegas, NV 11-17 to 2-18**

* Licensed Time Share Agent with the State of Nevada.

**Sales Agent Sitel, AAA Arizona – Las Vegas, NV 5-14 to 1-16**

* Customer service representative and roadside assistance triage.
* Recommend and suggest membership programs to upsell coverage levels to existing members.
* Effectively coordinate emergency roadside assistance for members.
* Qualify and communicate with non-members the benefits of AAA levels for roadside assistance and

corporate owned repair facilities.

**Account Executive Phillips & King International – Moorpark, CA 2-11 to 7-12**

* Responsible for contacting current and potential clients to provide products and services representing 8000 products related to premium cigars and tobacco related accessories.
* Advised new customers regarding policies, procedures for new federal and state tax laws.
* Expanded sales growth by 20% in the new territory within 12 months.
* Promoted new items and special discounts of multiple business partner product lines.
* Enhanced retail client base to 125 activated accounts in a period of nine months.