Gary J. Farinha

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**EDUCATION**

Florida Insurance School, Tallahassee, FL

215-Health, Life, & Annuities License

Bryant University, Smithfield, RI

BS/BA Concentration: Finance

United States Army Reserve, Fort Devens, MA

Honorable Discharge

**WORK EXPERIENCE**

**Driver** (Oct 2016-Present)

Lyft/Uber, San Francisco, CA

* Ensured that passengers arrived safely and timely to their destination while creating customer satisfaction.
* Properly follow navigational directions from GPS and from the preferences of the passengers.

**Health Insurance Agent** (Feb 2010-Aug 2019)

Self Employed, Holiday, FL

* Contacted local businesses via telephone to offer an evaluation of their healthcare costs and benefits.
* Work with senior citizens to assist them with their Medicare choices including Medicare Advantage, Medicare Supplement, and/or prescription drug plans.
* Developed and implemented search engine optimization strategy to increase online lead generation.

**Inside Sales Representative** (Feb 2001-Jan 2012)

Special Data Processing, Clearwater, FL

* Entered inbound callers into nationwide sweepstakes, collected demographic data, and offered magazine selections.
* Provide payments options and obtain payment information.
* Resolve customer issues such as cancellations or collection of payments.

**Senior Loan Specialist** (Jan 1999-Dec 2000)

Collegiate Funding Services Inc., Pinellas Park, FL

* Contact student loan borrowers through an automated dialing system.
* Obtain accurate loan information required by federal law.
* Provide repayment options, respond to customer inquiries, and coordinate corrective actions, if necessary.

**Inside Sales/Quality Control** (May 1997-Dec 1998)

Harte-Hanks Response Management, Clearwater, FL

* Effectively monitor calls ensuring strict adherence to client guidelines and expectations.
* Document findings, provide actionable recommendations and address any trends with management.
* Initiate outbound calls on behalf of clients such as H&R Block, Citibank, and Direct Merchants Bank.