

Zachary Kabir

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Objective: Seeking to obtain Sales position with a growing organization in order to maximize customer service skills, sales experience and training abilities. Striving to improve and develop new skills sets in order to grow with the organization.

Summary of Qualifications:

- ❖ Top Sales Producer
- ❖ Team building/Training/Supervision
- ❖ Outstanding Multitasking Skills
- ❖ Excellent Communication Skills
- ❖ Quality Customer Service
- ❖ Customer Problem/Resolution
- ❖ Proficient in Word/Excel

Experience:

Alta Resources, Brea, CA

July 2012 – Present

Health Agent

- ❖ TeleSales of various health plans for three Blue Cross Blue Shield states: Texas, Illinois & Oklahoma. Knowledge requirement of 40+ insurance plans for each state in order to provide prospective clients and current member's quotes. Educated prospective clients about Affordable Care Act and the changing insurance market. Mentored other sales agents and took the initiative to help them meet client needs. Providing excellent customer service for clients by going outside the scope of my position to ensure their needs are met. Added over 1000 new members during first ACA open enrollment.

ARS/Rescue Rooter, Corona, CA

April 2011 – May 2012

Customer Service Representative / Lead

- ❖ Scheduling inbound and outbound calls in the centralized customer service office for multiple service locations. Maintaining call quality and booking percentage to meet the organizations goals and requirements. Attending to customer inquires and concerns by addressing issues and questions in order to provide an exceptional service experience with the company. Responsible for training new customer service representatives, proving feedback and metrics to management to improve performance.

Legacy Financial Services, Rancho Cucamonga, CA
Executive Assistant

January 2007 – April 2011

- ❖ Contributing toward new sales, marketing, and prospecting clients for the company. Responsibilities included daily research of financial/insurance products for clients, creating and organizing investment portfolios for clients. Daily communication with Charles Schwab sales team to ensure investment strategies were managed efficiently. Assisted in presenting both insurance and investment strategies for new clients.

Speedlane Insurance Services, Upland, CA
Customer service rep/Office Manager

June 2009 – June 2010

- ❖ Customer service agent in the corporate office servicing various insurance products including: auto, home, motorcycle and RV. Within six months promoted to managerial position at Riverside location. Responsibilities included opening and closing of office, daily accounting of production, training agents, handling customer service issues and hitting daily and weekly sales quotas.

Education:

Mt. San Antonio College, Walnut, CA

Present

- ❖ Majoring in Business Administration

Rancho Cucamonga High School

- ❖ High School Diploma

2007

References available upon request