

Fernando Aponte

Building Rapport and Trust with the customer

Rancho Cucamonga, CA

fernandoaponte10@gmail.com - 909-228-7081

Customer Service / Sales / Supervisor

Authorized to work in the US for any employer

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

HealthCare - Ontario, CA - March 2014 to Present

Answer member's questions regarding their medical plans and eligibility for Medi-Cal. Instruct and guide the members as to how to select the Health Network; and submit their enrollment forms. Advise members on plans and billing information.

INSIDE SALES AGENT

VPI Pet Insurance / Nationwide - Brea, CA - May 2013 to November 2013

Qualify owners on medical plans for their pets. Provide quotations and advice on coverage. Enroll customers and their pets based on the individual need. Continue to exceed Sales goals. Daily average of 8 - 10 policies.

INSIDE SALES AGENT

The Hartford - Santee, CA - March 2012 to March 2013

Take inbound phone calls from AARP members requesting insurance to meet their homeowner and automobile needs. Provide quotations and counseling on coverages.

Apply and adhere to appropriate underwriting guidelines to determine customer eligibility and utilize a professional sales model. Demonstrate an expertise in cross-selling products and services as they relate to customer needs. Continue to exceed Sales and Retention goals.

OUTBOUND SALES AGENT

Allstate Insurance Company - San Antonio, TX - August 2011 to November 2011

Actively call out to customers to qualify and offer auto insurance and cross sell homeowners, renters and motorcycle coverage. Follow up with customers to complete policy transaction. Familiar with company computer systems, (Alliance, Gateway).

EDUCATION

Spanish / Linguistics

University of California - Los Angeles, CA

SKILLS

Service / Sales / Bilingual Spanish

AWARDS

Excellent Customer Service 2010

January 2010
Wells Fargo Bank

ADDITIONAL INFORMATION

Licensed Property & Casualty Insurance Professional