

Ruby Palacios

Assistant Manager

rubypalacios2011@yahoo.com - 909-545-2137

Authorized to work in the US for any employer

WORK EXPERIENCE

Insurance Agent/Customer Service Representative

Phil Cothran State Farm - Fontana, CA - October 2013 to August 2014

Responsibilities

- Attained top sales to become one of the top 10 leading State Farm agencies.
- Propelled monthly applications to 60 with the minimum of 15 being life policies.
- Developed clientele through networking and research.
- Met every goal given by agent to meet the criteria for the 2014 State Farm Paris trip.
- I sold life, health, auto, fire, business and commercial.
- Called policy holders to deliver and explain policies as well as suggest any additions or changes.
- Calculated premiums and established payment methods.
- Ability to use the Necho system and ABS.
- Updated reports for weekly staff meetings.
- Would drive out to any necessary locations to inspect and take pictures.
- Translated from English to Spanish for Agent at any meeting or any time necessary.
- Developed service skills by adding and removing vehicles as well as taking claims.
- Received many bonuses for achievements.

Insurance Agent/Producer

Amanda Cothran State Farm - Rialto, CA - January 2012 to January 2013

Responsibilities

- Attained top sales to become one of the top 10 leading State Farm agencies.
- Propelled monthly applications to 80 with the minimum of 20 being life policies.
- Developed clientele through networking and research.
- Met every goal given by agent to meet the criteria for the 2014 State Farm Paris trip.
- I sold life, health, auto, fire, business and commercial.
- Received many bonuses for achievements.

Assistant Manager

Starlite Community Mobile - Fontana, CA - June 2010 to November 2011

- Collect deposits.
- Enforced occupancy policies and procedures.
- Assisted with community holiday events.
- Prepared notices, flyers, memos.
- Maintained community facilities.
- Investigated and resolved tenant's complaints.
- Always available for miscellaneous tasks set forth by the managers.

Enumerator

U.S. Department of Commerce - Fontana, CA - June 2010 to August 2010

- Planned work by assignment area.
- Assessed quality control levels.
- Conducted interviews.
- Complied with accuracy standards while maintaining high production rates.
- Maintained records of hours worked, units produced, miles driven, quality control results, and expenses incurred.
- Met daily with supervisor to review and submit work, and receive additional instructions.

Math Tutor

Chaffey College - Fontana, CA - January 2008 to December 2009

- Worked with college students in subjects including Spanish, Math, English and Reading.
- Established a computer lab.
- Incorporated graphic organizers and materials tailored to meet diverse needs.
- Offered lunch time and after school support to help students succeed.
- Introduced a Mathematics Enrichment program.

Accounting Assistant

River City Communications Corp - Sacramento, CA - July 2007 to July 2007

- Assisted controller with Accounts Payable and Accounts Receivable.
- Handled day-to-day journal entries, reports, income/sales, sales receipt deposits, bank account reconciliation.
- Performed daily routine adjustments to company documentations, records, logs and journals.
- Utilized on a daily basis the accounting system of the company and assisted with weekly reports and invoicing.
- Double-checked forms and various papers for accuracy, editing or consulting supervisor when required.

EDUCATION

Associates in Business Administration

Chaffey College - Rancho Cucamonga, CA
2012 to 2016

Property and Casualty License in Insurance

Testteachers - Los Angeles, CA
2014 to 2015

Life, Accident and Health License in Insurance

52 hours - Los Angeles, CA
2013 to 2015

Diploma of Merit in Certification

Salon Success Academy - Upland, CA
2007 to 2008

High school Diploma

Upland High school - Upland, CA
2004 to 2005

ADDITIONAL INFORMATION

Skills

- Bilingual English/Spanish
- Proficient with Microsoft Office (Word, Excel)
- Type 55 W.P.M.
- Attention to detail and accuracy with the ability to meet strict deadlines.
- Team player, ability to prioritize and work independently, capable of multi tasking, dependable, and have positive attitude.

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