

**ROLANDO TORRES**

506 South Spring Street, #13371, Los Angeles, CA 90013

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Seeking insurance sales and management opportunities for career advancement and professional development.

Education:

- The Pennsylvania State University - Business Administration, current
- Santa Monica College - Business Administration, transfer
- Burbank High School – Diploma w/ Honors

Experience:

- Health Insurance Sales 4/2013 – Present
  - Explain various health plan options in an insurance broker role in a face to face setting or by phone;
  - Enroll clients into individuals and family health, dental, and vision plans;
  - Provide client services relating to billing, doctor search, enrollment issues and follow up.
- H&R Block, Tax Preparation 1/2013 – 5/2014
  - Prepared taxes and health insurance applications in a face to face setting for individuals;
  - Assisted manager by acting in an assistant manager roll where I closed out receipts, assisted with complex returns and helped other tax professionals with completing returns;
  - Provided customer service when short staffed, answered phones, greeted customers, and managed flow.
- Marcus & Millichap, Real Estate Sales 3/2007 – 12/2013
  - Real Estate agent in independent contractor roll where prospecting would be done by cold calling for contracts to represent investors seeking to acquire or dispose of property;
  - Focused on representing owners of apartment building investments and was an integral part of a national top producing team;
  - Closed over 65 real estate investment transactions.
- Artisan Entertainment, Asset Management Supervisor 1/1998 – 12-2004
  - Recruited to organize the world's largest film library by utilizing current technology including implementation of barcode system, reorganization of databases using a more robust platform, renegotiated storage contracts, provided training to users of system and managed staff of data entry employees.
  - Prepared company film title assets for sale and distribution to television and cable, airlines and international distributors.

Languages/ Fluency:

- English (100%)
- Spanish (100%)

Licenses:

- CA Life & Health Insurance License 0I31145;
- Also licensed in Ohio, Washington, Florida, Texas, Virginia & Michigan;
- Certified: CoveredCA, Washington State Health Benefit Exchange, Federal Marketplace, Small Business Health Options, Long Term Care, Anti money laundering and AHIP. P&C License pending.

Skills:

Type 80+ wpm; access media advertising services; analyze sales activities or trends; conduct market research; conduct sales presentations; plan advertising strategies; identify best product for customer's needs; advise clients on financial matters; analyze applicant's financial status; analyze financial data; arrange for financing; calculate insurance premiums or awards; compute financial data; compute payment schedule; evaluate customer records; evaluate degree of financial risk; explain credit application information; advise clients or customers; answer customer or public inquiries; call on customers to solicit new business; collect payment; communicate visually or verbally; conduct meetings; develop budgets; develop or maintain databases; file or retrieve paper documents and related materials; fill out business or government forms; follow tax laws or regulations; maintain records; maintain relationships with clients; analyze market or delivery systems; arrange teleconference calls; assign work to staff or employees; calculate rates for organization's products or services; determine customer needs; identify potential markets.

Software:

Highly proficient in all office software; Adobe Systems Document Center, AgencyBloc Agency management software, E-Z Data SmartOffice, QuotIt Insurance rating software, DYL Client Management System, Microsoft Excel, Microsoft Office software, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word, DropBox Online Database Solutions, Scheduling software, Skype, Web browser software, Weebly Website development software, Word processing software, Xlite sip phone dialer software.

Technology:

Desktop computers, Digital cameras, Laptop computers, Laser facsimile machines, Laser printers, Notebook computers, Hand Held computers, Postage meters, Scanner, USB Headset.

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