Monique C. Dudley

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**Professional Experience**

**Independent Agent 03/2012 – Monrovia,CA  
Licensed Life and Health Agent (Independent Contract)**

* Sales implemented daily in reference to assisting Clients with the Costco Health Insurance Marketplace during open enrollment and with preparing proposals in reference to comparing various health plans with various carriers. Coverage details, application processing, explaining ACA regulations and transitioning clients with a seamless experience into the new health reform system was established on an everyday basis. Cross selling on Life Insurance Products implemented daily.
* Responsible for selling Term and Whole Life Policies via telephone and Internet applications
* Sell and cross sell customers into medical plans and life insurance products
* Enroll members into health plans and life insurance policies
* Educate members on medical coverages and discussed plan options
* Educate clients on Life Insurance Products
* Design and organized plans to fit customer’s needs
* Answer all questions related to plans, benefit options and billing
* Responsible for staying up to date on current laws and policies to inform those retiring of their rights and options concerning Medicare, Medical and Medicaid

**Carnival Cruise Lines-Cruise Vacation Specialist**

**Arise Virtual Solutions (Arise.com)**

**Self Employment** **11/2011 – 08/2014 Monrovia, CA**

* Received incoming calls via landline while working from home and utilizing the company’s network to service customers in regards to selling cruise vacations and land packages for Domestic and International travel.
* Researched various airlines and car rentals for availability and added services to booking.
* Worked with Travel Agents to book various cruise vacation packages
* Displayed the maximum in customer service friendliness and helpfulness is of importance on a daily basis.
* Built excitement and rapport for my clients and making a memorable experience is a role that I display daily.
* Converted calls into bookings, upsell vacation insurance and providing thorough and complete cruise information is measured daily

**AT&T-Chat Agent Rep**

**Self Employment 12/2009 - 10/2011 Monrovia, CA**

* Received incoming chats online via liveperson chat software
* Assisted existing customers and new customers with for AT&T
* Processed orders online with adding a line, opening new cell phone plan accounts
* Discussed various voice, text, and data plans, provided details on the numerous phone devices features and pricing
* Provided information on the accessories that AT&T offered for the phone devices.
* Customer service and sale inquiries were implemented and measured on a daily basis. This work was conducted while working from my home

**OneWest Bank 09/2008 - 10/2009 Pasadena, CA**

**Direct Banker**

* Responsible for handling inbound calls and outbound calls in reference to investment
* Serviced customers in regards to their accounts and banking needs
* Cross-sold up-sold various banking products
* Renewed Certificates of Deposits, Ira’s and negotiating rates when applicable
* Retained clients to continue growing business

**American Honda Motors Corporate** **11/2006 – 08/2008 Chino, CA**

**Customer Service Representative**

* Answered incoming calls from customers who owned or leased a Honda or Acura vehicle
* Utilized computer applications that allowed me to provide clients with important information regarding any recalls, the manufacturer’s warranty, and any extended warranty information
* Multi-tasked
* Established cases and documented any issues, complaints and comments the customers may have in reference to their vehicle

**Lutz & Company 12/2005 - 09/2006 Monrovia, CA**

**Transcriber/Court Reporter**

* Responsible for transcribing, various court hearings word for word and completing transcription reports via deadlines
* Transcribing court hearings is conducted for different courts throughout Los Angeles County, Orange County and San Bernardino County
* Transcribing has been produced for court hearings such as; Bankruptcies, Police Interviews, Traffic Citations, and many other court proceedings

**Education**

CA State Licensed Life, Accident & Health Insurance Agent 2012-Current

Non-Resident License(s) Life, Health & Accidental (FL, MI, TX) 2012-Current

Premier Careeer College Medical Terminology Certification 08/2013

John Muir High School Diploma 1995-1998