

Jorge A Lopez

Experience

Bank of America: 03/2018- current

Chat Agent

- knowledgeable in all financial products
- Respond to customers on chat to solve and answer questions relating to their financial needs.
- Helped customer in completing forms to open new bank accounts
- Regularly sought opportunities to up sell and add on additional products, Deeping their financial needs.

Estrella Insurance: 09/2015-03/2018

Sales Agent

- Required to Sell Policies and Handle multiple at a time
- Required to be knowledgeable in our product
- Customers would be requoted and pre-qualified for products and services that would be cross sold over the phone
- Ensuring customers would not only walk away with an auto policy, but home/renters, and health insurance bundles as well

Rodney D Young Insurance: 09/2014-10/2015

customer service representative

- In charge of store production
- Monitored losses and monthly premium
- Sold policies over phone and in person
- Handed sensitive customer policy information
- In charge of night deposit
- Handled customer needs about their insurance

Sprint: 04/2012-01/2014

Sales Representative

- Pitched customers into our store and informed about our deals on cell phones and other products
- Assisted customers with making crucial decisions on their phone plans
- I also taught and informed customers on details they did not know or needed to know

Skills

Qualifications/Skills:

- Time Management, conflict Resolution
- Excellent communication skills, problem solving
- Bilingual skills (English/Spanish)
- Advance knowledge of Microsoft Word, PowerPoint and Excel

Education

Red Mountain High School 2011