

## SALES Summary

Focused and dedicated insurance professional motivated to provide superior customer service and drive sales through cold calling, referrals and strategic outside marketing activities.

### Highlights

- Self-motivated
- Driven
- Clear and articulate phone manner
- Cheerful and energetic
- Dependable
- Property and casualty products
- Exceptional interpersonal skills
- Excellent communication skills
- Strong sales-closer
- Cold calling

### Accomplishments

Consistently qualify for sales bonuses by exceeding sales targets by items as well as monetary goals.

### Experience

Sales 02/2015 to 12/2015 Company Name City , State

Exceeded sales goals to 24,000 in one month's time.

Generated new leads weekly.

Contacted new and existing customers to discuss how their needs could be met with specific products and services.

Responded to all customer inquiries in a timely manner.

Retained policyholders during annual renewal period.

Interviewed prospective clients to learn about their financial needs and to discuss any existing coverage.

Cold Calls 10/2014 to 02/2015 Company Name City , State

- Marketing, telemarketing personal and commercial lines.
- Generated new leads weekly.

Developed life insurance and commercial insurance leads to meet monthly sales targets.

Receptionist, Telemarketer, Marketing 05/2014 to 10/2014 Company Name City , State

- Implemented a consultative selling approach on all inbound calls.
- Acted as a liaison between inside representative with personal and commercial lines.
- Implemented a consultative selling approach on all inbound calls.
- Processed applications, payments, corrections, endorsements and cancellations.
- Called warm leads each week to expand client base.

Cold Calls 11/2012 to 01/2014 Company Name City , State

Called hundreds of warm leads each week to expand client base.

Clerical, Claims Representative, Retention Officer 05/2009 to 11/2011 Company Name City , State

Implemented a consultative selling approach on all inbound calls.

Promoted client retention through high-quality service and follow through.

Maintained detailed account records and contact logs.

Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.

Maintained the front desk and reception area in a neat and organized fashion.

Served as central point of contact for all outside vendors needing to gain access to the building.

Planned meetings and prepared conference rooms.

Created weekly and monthly reports.

Dispersed incoming mail to correct recipients throughout the office.

Assistant Manager 05/2007 to 08/2009 Company Name City , State

Delivered excellent customer service by greeting and assisting each customer.

Addressed customer inquiries and resolved complaints.

Stocked and restocked inventory when shipments were received.

Directed and supervised employees engaged in sales, inventory-taking and reconciling cash receipts.

Completed a series of training sessions to advance from Assistant Manager to Store Manager.

Maintained daily record of all transactions.

Trained staff to deliver outstanding customer service.

Teacher 08/2007 to 03/2008 Company Name City , State

Routinely met with students' parents regarding in-class issues and learning interruptions to discuss solutions.

Received high remarks for the creativity of classroom lesson plans and instructional techniques from students, parents and faculty.

Created and enforced child-based hands-on curriculum to promote student interest and receptive learning.

Designed lesson plans focused on age and level-appropriate material.

Teacher 08/2006 to 05/2007 Company Name City , State

Promoted good behaviors by using the positive reinforcement method.

Established a safe play environment for the children.

Supervised children on field trips to local parks, fire stations and zoos.

Encouraged children to be understanding of others.

Maintained a child-friendly environment with access to outdoor activities.

Teacher 08/2004 to 05/2006 Company Name City , State

Combined discipline plan with effective measures and various lesson plans to increase concentration, participation, and progress student accountability.

Received high remarks for the creativity of classroom lesson plans and instructional techniques from students, parents and faculty.

Asst. Testing Administrator/Youth Opportunity Asst 09/1998 to 12/2001 Company Name City , State

Maintained regularly-scheduled office hours to advise and assist students.

Established course websites to make updated handouts and other resources available to students at all times.

Proctored exams of all kinds.

Introduced students to the concepts of college writing.

Education

Bachelors Degree : Education 1986 Hyles Anderson College City , State

Advanced coursework of 18 credit hours toward Master's Degree.

Bachelors Degree : Education Bob Jones University City , State

Skills

Honest, Reliable, Driven, Enthusiastic people person, Self motivated