

Matthew S. Higgins

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A uniquely skilled professional ranging from insurance and finance industry sales and service representative to a diesel/automotive technician. I have had outstanding success in customer service, sales support, detailed repair diagnostics for personal lines claims assessment. I have the remarkable ability to analyze, research, determine and review policies and procedures. I have a relentless ability to learn what I need to know to perform at my best. Most of all, I have excellent verbal and written communication, along with interpersonal and business skills.

PROFESSIONAL EXPERIENCE

Diesel Tech

Elk Grove Ford

Elk Grove, CA

3/2017 – Present

- Perform diagnostics for highest drivability concerns using propriety Ford software
- Worked under limited supervision and selects from written instructions to accomplish tasks
- Completed required paperwork utilizing Fleet software for insurance and warranty programs

Tech III

Penske

Woodland, CA

10/2016 – 3/2017

- Perform preventative maintenance on Trailers & tractors as well as write up repairs
- Inspect and perform light engine repairs such as seals, hoses, fuses, etc.
- Electrical repair for lighting systems

Lube Technician

Maita Chevrolet

Sacramento, CA

9/2015 – 10/2016

- Perform lube, oil and filter changes
- Inspect customer vehicles and completed other small part maintenance
- Mount, balance, repair and rotate tires

Sales Development Representative

Act-On Software

Roseville, CA

4/2013 – 3/2015

- Lead development
- Managed and maintained sales database
- Responded to customer inquiries regarding software acquisition to foster customer relations

Investment & Insurance Agent

USAA

San Antonio, TX

9/2008 – 3/2013

- Advised in mutual fund trades and investment portfolios
- Prepared and processed new business and policy renewals including modifications
- Advised in personal lines insurance needs in auto, home, and excess liability
- Utilized training modules to coach trainees about new lines of coverage

Office Manager & Insurance Agent

Sacramento Auto Insurance

Rocklin, CA

1/2007 – 9/2008

- Managed a single office improving productivity
- Customized insurance programs to suit the client's needs
- Recognized as top regional sales producer

EDUCATION

<i>Universal Technical Institute</i> (UTI) – Sacramento, CA	Graduated- February 2017
Automotive, Diesel Industrial Technology & Ford FACT Program	
<i>American Public University</i> – Charlestown, VA	BA Business Management Degree - June 2012
<i>Choices Charter High School</i> – Sacramento, CA	General Graduated-June 2003