

TAJA RICKETTS

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RELATED PROFESSIONAL EXPERIENCE

Cruises and Tours Unlimited

Host Travel Agency

Travel Agent - Independent Contractor

(February 2015, Current)

- Actively listen to client needs, desires and concerns to customize travel options
- Book Domestic and International Air, Hotel, Car, Vacation/Tour Packages, Activities, Travel Insurance
- Price forecasting and budgeting
- Upselling - suggesting upgrades and add-ons (i.e. travel insurance)
- Research cultural, social, financial, geographical climate of desired destinations to best educate clients and plan itineraries

Sun Life Financial

Finance and Insurance Sales

Senior Quote Associate/Prospect Specialist, Prospect Center – Small Business

(July 2012-June 2017)

- Decreased team cost to quote by 34%, with year-over-year increase in profitability through:
 - Careful analysis of Requests for Proposal (RFP) and Prior Carrier Certificates to generate accurate insurance proposals
 - Mastery of Quote & Policy System (QPS), Sales Automation System (SAS), and others
 - High quality productivity within a 24-hour turn-around time
 - Staying abreast of Sun Life product updates, offerings, quoting methods, and state regulations
 - Maintaining knowledge of underwriting principles for risk assessment
- Collaboratively manage flow of inventory and office operations
- Developing rapport with Brokers for ease in sales and proposal delivery
- Facilitate team meetings and trainings

Cross Cultural Continuum (C3)

Inclusion Network, Sun Life Financial

Cabinet, Communications

(February 2016-Current)

- Retention of Sun Life employees of color through on-boarding, personal/professional development opportunities and events
- Communication of Sun Life's diversity goals to employees, shareholders and community
- Increased internal and external networking opportunities for C3 members and Sun Life as a whole
- Collaborative program/event planning across multiple sites
- Creation of educational entertainment for annual capstone event
 - Content ideation, delegation and integration of team content
 - Audio/video editing

EDUCATION

University of Massachusetts Boston

Bachelor of Arts in Economics (June 2010)

Honors: Dean's List, Global Leadership Certificate

MSIMBO Coding Bootcamp: Urban League of Massachusetts

Full-Stack Web Development Training (April 2018-August 2018)