professional experience

**Cruises and Tours Unlimited**

Travel Agent - Independent Contractor

February 2015 – Current

* Actively listening 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
* Liaison between clients and vendors to facilitate and answer difficult questions
* Maintain CRM database, safeguarding customer information
* Marketing strategy ideation and template design

**Sun Life Financial**

Prospect Specialist, Prospect Center – Small Business

July 2012 – Current

* Mastery of Quote & Policy System (QPS), Sales Automation System (SAS), and others
* Careful analysis of Requests for Proposal (RFP) and Prior Carrier Certificates to generate accurate insurance proposals
* 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 and accuracy of inventory and office operations
* Developing rapport with Brokers for ease in sales and proposal delivery
* Facilitate team meetings and trainings
* Leading Through Influence Trainee (2015)

volunteer experience

**Asian Task Force (ATASK) via Horizons for Homeless Children (HHC)**

Playspace Activity Leader (PAL)/PAL Mentor

June 2010 – June 2012

• Leading age-appropriate play activities for children in a safe, nurturing environment

• Training new PALs and serving as a primary contact between the shelter and HHC advocates

Education

**The Language House TEFL-Prague**

TEFL Certificate/Young Learners Certificate (May 2017)

**University of Massachusetts Boston**

Bachelor of Arts in Economics (June 2010)

Honors: Dean’s List, Global Leadership Certificate (2009)

languages

English – Native Proficiency

Spanish – Limited Working Proficiency Japanese – Elementary Proficiency