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)