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ENTRY-LEVEL COMPUTER PROGRAMMER

EDUCATION

Academy of Finance · Certificate of Completion for Finance

Skyline High School · General Diploma

Coding Temple · Programming – Current Student

WORK EXPERIENCE

eHealth Insurance - 2018 - Present

Sales Supervisor

- Scored in the top of my class on the State Insurance Exam and Insurance Certifications
- Helped Medicare beneficiaries navigate the insurance system
- Wrote multiple training programs for up to 500 agents to increase production
- Collaborated with peers to write multiple excel calculators to make viewing and tracking statistics easier resulting in increased production
- Coached new Agents on how to be effective Insurance Agents increasing overall sales and conversion helping my team reach #1 multiple times and staying in the top 3 consistently
- Top 15% in total Sales of over 500 Agents throughout the entire Company during the Annual Enrollment Period 2019
- Maintained safety and security of sensitive and personal information of thousands of clients
- Earned 'Top Dog,' #1 overall in the company in sales and conversion, for September 2019 and for Quarter 3 of 2019
- Ranked #9 overall in the company in sales, conversion and fall-out for the year in 2019, earning a company paid cruise
- Coached an agent from bottom 2 on the team to 'Top Dog,' #1 overall in the company, from December 2019 to January 2020
- I collaborated with Agents, Supervisors, Managers and Directors to write, shoot and edit over 80 daily morning videos to boost morale, motivation and education during the busy seasons of Annual Enrollment Period and Medicare Advantage Open Enrollment Period.
- When promoted Supervisor in April 2020 I took a team projected to be 22nd out of 40 teams to 9th, 6th, and 3rd respectively over the first three months
- I volunteered for a closing team, ranked 41st out of 42 teams, in February 2021 and have brought conversion from 14.9% to 17.4% by April.
- Annual Enrollment Period 2021 took a team ranked 18th out of 50 teams and brought them to 6th place by the end of the Busy Season, reaching 2nd most applications sold per agent on the last day.

Hexcel, 2017 – 2018

Process Associate/Trainer

- Integral part of Quality Control to ensure safety of Carbon Fiber parts on Aircrafts
- Collaborated with Team Members to maintain machinery in a clean and working order
- Assisted with Training new Team Members to preserve corporate standards and deadlines
- Consistently assemble lines to ensure quality of production

- Focus on Safety Protocol resulting in zero fires in productions areas
- Maintain Organization of work areas through use of heavy machinery

DDMG, Jimmy Johns, 2014 – 2017

Manager

- Managed People, Profits and Operations to maximize efficiency and thus the bottom line
- Presented Profit and Loss statements to CEO and other Managers every four week period
- Wrote Safety Policy for entire company on Robbery Prevention resulting in zero Robberies while I was employed
- Trained and Developed new employees into valuable Team Members and Team Members into Managers to Maintain the Longevity of the Business
- Assisted in Hiring, Interviewing and Writing Schedules resulting in lower labor costs while increasing sales through better Customer Service

PJ United, Papa Johns, 2011 – 2017

Manager

- Managed Labor and Food Cost while completing orders in an accurate and timely fashion to maintain Customer Satisfaction
- Trained new employees on Company Policies and Procedures and Developed Skills to Assist with Operations
- Utilized Leadership skills to create buy-in from employees resulting in cleaner locations and higher scores on audits

Summit Consulting Partners, 2013 - 2014

Account Executive

- Provided solutions to Customers specific needs resulting in achieving top sales in the department month over month
- Trained and Led a Team of Sales Personnel resulting in the largest sales team month over month

Allied Barton Security Services, 2013 – 2014

Security Officer

- By using Customer Service Techniques I Managed the Safety and Security of a Pharmaceutical Warehouse, Lab and Office Resulting in zero violent or heated altercations
- Deescalated multiple confrontations resulting in the cooperation of all parties
- Monitored CCTV and Phones ensuring in a Safe and Secure Workplace

IPC International Corporation, 2012 – 2013

Security Officer

- Demonstrated Leadership Skills while Managing Security Crew to maintain the Safety and Security of Workers and Patrons at City Creek Center
- Mapped out processes on Fire Riser patrols resulting in maintaining effective fire safety
- Documented procedures resulting in faster response times

Harman Management Corporation, 2008 – 2011

Manager

- Completed Management Classes at the top of my peers resulting in promotions over my seniors
- Managed Food Safety and Quality Control to ensure Customer Satisfaction
- Assisted in Hiring and Interviewing resulting in a stronger crew that helped grow sales

ACHIEVEMENTS AND SKILLS

Business Code of Ethics	Customer Service
Suspicious Activity Reporting – Security Training	FSO – Fire Safety Officer Ready Response
Terrorism Awareness	Licensed Insurance Agent in 50 States
Emergency Preparedness	Safety Officer Specialist
Jimmy Johns Official Certified Sandwich Master	Hand Cuff training at ICP International Corporation
Unarmed Security Guard License	85 GWAM
Food Safety Management Certified	LAR (Leading A Restaurant) class completed
Airsoft Team Leader	LAS (Leading A Shift) class completed
CPR/ First Aid certified	Crew Leader class completed
MSO – Master Security Officer	

AIRSOFT 2009 - 2021

I've started, owned and ran my own local Airsoft Team called Black Angels Recon. I've since recruited and qualified to join the top Airsoft Team in the state, Black Ops Elite. I've been promoted to Lieutenant, or second in Command. This gives me leadership experience in simulation combat situations. These situations test my leadership and critical thinking skills during times of peaked stress. I use this team to help develop leadership skills in others, teach respect, integrity and safety as well as create charity events to help the community. Since 2014 we've raised \$1,000, \$1,400, \$1,700, \$3,886, \$5,010 and \$6,290 respectively each year for an organization, Operation Underground Railroad, that helps save children from Human Trafficking. I run a website and multiple social media accounts to assist in the organization and marketing of the team.

REFERENCES

Cynthia Washington	801-301-4583	Cynthia.Washington@ehealth.com	Sales Manager for eHealth
David Brown	801-918-3552	David_Brown198549@yahoo.com	Senior Operator for Hexcel