

# Travis DuPree

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Santa Monica, CA

*High performer with over 10 years of imparting positive outcomes through effective communication, problem solving, and attention to detail. Confident in ability to collaborate with cross functional teams to solve complex high stakes problems. Committed to continuous education and improvement as well as contributing to team success.*

## **University of North Florida - 08/2012**

BA Spanish Language, Culture, and History

## **National Debt Relief | Client Success Specialist**

*10/2019 - Present*

- Communicated program benefits and procedures via email, SMS, and phone to support client's understanding and success during enrollment leading to increased retention and overall satisfaction.
- Helped clients overcome roadblocks to obtain and complete settlements for high risk accounts driving company revenue.
- Collaborated with multiple departments to resolve client inquiries and requests as well as provide procedural feedback.
- Met and exceeded key point performance indicators to ensure client experience, quality of service, and department productivity.

## **Geico | Customer Service - Universal Policy Specialist III**

*09/2016 - 09/2019*

- Provided best in class service as a licensed insurance agent leading to increased retention in a highly competitive industry.
- Effectively communicated complex topics and outlined policy benefits, provided policy guidance, and referred clients to other lines of business.
- Met and exceeded monthly key performance indicators to achieve company goals resulting in three grade promotions. Licensed in multiple regions to support department success in key territories.

## **Destiny Organics | Merchandising Team Member**

*03/2015 - 05/2016*

- Built and maintained a local and organics food display as a third party vendor for a regional grocery chain within a designated territory.
- Built relationships with local stakeholders, managed store inventory, and collaborated with multiple parties to increase product exposure and sales.

## **Biomet via Aerotek | Tradeshow Associate**

*12/2013 - 12/2014*

- Managed a regional trade show budget and marketing materials as well as communicated with third party vendors. This ensured sales agents had everything necessary to present products at regional conferences resulting in the acquisition of new business.

## **Starbucks | Barista / Shift Lead**

*05/2007 - 11/2013*

- A client centered position where I executed key company standards to create a welcoming and efficient experience to drive growth and repeat business.
- Trained and lead team collaboratively to achieve effective outcomes.
- Adapted to an ever-changing environment to achieve company goals.