
VICTOR M RAMOS



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VICTOR.RAMOS.SOLUTIONS

OBJECTIVE

Seeking to join a dynamic team whose mission and organizational values I can add value to

SKILLS

- Bilingual / Bicultural | Spanish
- Customer Service with a smile
- Networking with Active Directory / Web Development
- Effective oral and written communication
- Focused on efficiency and profitability
- Strong analytical and organizational skills
- Data Analytics
- Teamwork

EXPERIENCE

PERSONAL LINES PRODUCER / OFFICE MANAGER ALBAN INSURANCE AGENCY

Sep 2005 – Present

- Responsible for all aspects of customer service to ensure a positive experience for the customer
- Using the prescribed underwriting guidelines; Initializing leads, listening and understanding the needs of the client to correctly identify an appropriate product line.
- Quoting, selling, servicing and cross-selling various Insurance policies to a diversified client base to maximize profitability while maintaining a strong client orientated focus.
- Process claims, investigate billing discrepancies, advocate for reinstatements when appropriate, appeasing dissatisfied customers.
- Improved billing procedures in electronic payments with updating the company's website to include a payment section, reducing wait times and elevating the customer's experience.

STORE MANAGER—EXPRESS, LIMITED BRANDS INC.

Nov 2003 – Sep 2005

- Analyzing data to identify opportune areas to effectively merchandise inventory according to company standards
 - Implemented a Communications Center to consistently provide communication of the daily action plan to hit goal
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TECHNOLOGY

- LAMP, WAMP, MEAN stacks for web development. Deployed a website for www.albanins.com using Wordpress, MySQL, and PHP over IIS
 - Deployment and maintenance of Active Directory Domain on Windows Server 2012 R2
 - Deployment and maintenance of Exchange Server 2013
 - Troubleshoot PC Hardware errors up to the board level
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EDUCATION

**WESTFIELD VOCATIONAL TECHNICAL
HIGH SCHOOL**
