

Wilfredo Viruet Jr.

Lancaster, SC 29720 910-354-7846

viruetwilfredo@gmail.com [LinkedIn Profile](#)

OBJECTIVE

Experienced in advising clients on their individual needs while delivering exceptional customer service. Seeking a fast-paced work environment to leverage excellent communication and organizational skills with the ability to multitask.

QUALIFICATIONS

- | | | |
|----------------------------------|---------------------|-----------------------|
| ✓ Relational database management | ✓ Data Analytics | ✓ Data Visualization |
| ✓ Tableau (Certified) | ✓ T-SQL (Certified) | ✓ QLite (Certified) |
| ✓ Report Generation | ✓ Data Retrieval | ✓ Data Optimization |
| ✓ Personnel Management | ✓ Customer Service | ✓ Conflict Resolution |

EMPLOYMENT

Liberty Mutual Insurance - Charlotte, NC

01/2020 – 02/2023

Insurance Agent

- Demonstrated advanced knowledge of various insurance products and companies.
- Generated over \$500,000 in Insurance Premium.
- Effectively communicated verbally and through digital channels to deliver exceptional customer service.
- Listened carefully and provided high-quality solutions based on customer needs.
- Provided informed and satisfactory service through extensive industry knowledge.
- Utilized Salesforce for daily operations, enhancing customer service efficiency.
- Organized and hosted community events to generate office income.

Courtyard by Marriott - Fayetteville, NC

12/2018 – 11/2020

Guest Services

- Efficiently and courteously assisted guests, resolving concerns promptly.
- Provided command-level expertise, ensuring high standards of guest satisfaction.
- Developed conflict resolution and negotiation skills, effectively managing guest issues.
- Implemented risk management strategies to ensure guest safety and compliance with hotel policies.

United States Air Force - Ft. Bragg, NC

05/2010 – 05/2016

Military Force

- Demonstrated courage by volunteering for deployment.
- Led classes on police procedures, including vehicle searches, traffic stop training, and emergency response.
- Led team through active shooter drills, base attacks, and improvised explosive device courses.
- Contributed to a globally diverse team perspective.
- Maintained an unwavering commitment to excellence.
- Demonstrated strong chain-of-command understanding.
- Led a team of airmen to ensure completion of all tasks.
- Enforced law on military installations for US, foreign allies, and civilian personnel.
- Achieved the rank of Staff Sergeant in April 2015.
- Awarded Certificate of Appreciation for deployment in support of Operations Enduring Freedom and Inherent Resolve, 2014-2015.
- Awarded the Air Force Achievement Medal for Meritorious Service while safeguarding \$21,000,000 in airfield assets in June 2015.
- Honorably discharged.

EDUCATION

Bachelor of Science, Biology, FAYETTEVILLE STATE UNIVERSITY, Fayetteville NC
2018

LICENSES

SOUTH CAROLINA DEPARTMENT OF INSURANCE, 2020

- Awarded: License to Sell Life, Accident, and Health Insurance
- Awarded: License to Sell Property and Casualty License