**Adam Rice**

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**Experience**

Client Services Representative; myCOI June 2015 to Present

* Receive calls from myCOI clients, tenants/vendors and insurance agents regarding software, insurance compliance and payment issues
* Volunteered to manage memorandum of insurance tracking
* Present a biweekly webinar for insurance agents teaching the myCOI software

Inside Sales Representative; Gannett DESC April 2015 to June 2015

* Outbound and inbound account management of a region responsible for over $500,000 in revenue yearly
* Consulted with clients in order to maximize their recruiting efforts, making recommendations based on regional industry knowledge
* Consistently exceeded 200 cold and follow-up calls weekly

Field Marketing Specialist; NextGear Capital June 2014 to April 2015

* Coordinated nationwide in-auction marketing materials with our field executives and auction partners
* Collaborated with the sales department to create marketing campaigns that increase brand awareness, improve sales & strengthen the relationship with our auction partners
* Monitored and approved promotional campaign requests made by field executives based on historical data, adjusting campaigns when necessary
* Generated reports using Excel to measure the results of past promotions & analyze this data for management
* Attended conventions, trade shows and special auction events

Customer Service Advisor; NextGear Capital November 2013 to June 2014

* Served as liaison between NextGear Capital’s field executives and the 8 corporate departments
* Monitored 35 customer service representatives and provided assistance with complicated issues and aggressive customers. Also interviewed applicants for the Customer Service Representative position
* Volunteered to generate monthly reports using Excel that alerted customers of upcoming payment dates

Customer Service Representative; NextGear Capital February 2013 to November 2013

* Received calls from customers regarding financing, auditing & payment issues
* Assisted in the training of new customer service representatives
* Named Dealer Services Employee of the Month for June 2013

**Education**Master of Business Administration; Ball State University Graduated June 2012

Bachelor of General Studies; Ball State University Graduated June 2009

*Activities*: Wind Ensemble, Basketball Band, Music Business/Marketing Immersive Learning Project