Arbel Luis Medina

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AREAS OF EXPERTISE

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| * Financial Services * Customer Service & Client Relations * Cash Handling * Banking Procedures & Regulations * Sales & Promotions | * Administrative Skills * Team Training * Time & Workflow Management * Presentations * Written & Verbal Communications | * US Marine Veteran * Honorable Discharge * Bilingual: English/Spanish * Insurance Training * Strong Technology Skills * Professional Driving Experience |

PROFESSIONAL EXPERIENCE

**Sales Representative, Pat Cawley State Farm,** Queens, NY 2016 - 2017

* Serviced customers by taking payments and handling complex situations
* Sold insurance and financial services through needs based selling and fact finding
* Retained customers by performing Insurance and Financial Reviews.
* Schedule appointments with perspective members.
* Accurately convey the plans benefits to prospective members.
* Developed new marketing sites on a monthly basis
* Compliant with sales strategies to meet monthly quota.
* Managed member’s insurance related needs.
* Provide benefit consultations to prospective members.
* Accurately convey the product benefits to prospects
* Promoted Insurance and Financial services to many different areas in Queens
* Exceeded sales quota’s periodically
* Trained new members of the organization to assist in reaching their sales quota
* Provided exceptional customer service, building relationships and efficiently meeting clients’ needs, while serving up to 50 customers daily in a fast-paced, high-volume environment.
* Performed full range of detail-oriented duties, including cash handling, accurately recording transactions, and following all banking procedures.
* Strategically promoted financial products and services that fit clients’ needs.

 effectively trained and motivated qualified team members using my exceptional experience.

 Participated in networking events, building professional relationships.

* Hosted presentations for entrepreneurs.

 accurately performed full range of office and clerical duties, including filing Agents documents.

* Maintained databases including ABS, NECHO, UAX
* Distributed essential information across appropriate departments.
* Disseminated member’s documents to governmental offices
* State Farm Bank Certified to provide Credit Cards, Auto Loans
* Licensed Representative with Commercial Lines License

Benefit Consultant, Access Medicare, Queens, NY, 2014 - 2015

* Schedule appointments with perspective members.
* Accurately convey the plans benefits to prospective members.
* Developed new marketing sites on a monthly basis
* Compliant with sales strategies to meet monthly quota.
* Manage members plan related needs.
* Provide benefit consultations to prospective members.

Teller, Citibank, Floral Park, NY 2013 - 2014

* Provided exceptional customer service, building relationships and efficiently meeting clients’ needs, while serving up to 100 customers daily in a fast-paced, high-volume environment.
* Performed full range of detail-oriented teller duties, including cash handling, accurately recording transactions, and following all banking procedures.
* Strategically promoted financial products and services that fit clients’ needs.
* Achievements include reaching net promoter score of 100% for 11/2013 and exceeding sales quotas.

Executive Team Trainer, American Communications Network, Inc., Long Island City, NY 2012 –2013

* Effectively trained and motivated qualified team trainers through corporate Train the Trainer program.
* Participated in networking events, building professional relationships.
* Hosted presentations for entrepreneurs.
* Successfully sold and promoted energy services including gas and electricity, as well as telecommunication products spanning landline, wireless, and high speed internet.

Operations Specialist, United States Marine Corp., New Windsor, NY 2010 – 2012

* Accurately performed full range of office and clerical duties, including filing federal documents.
* Maintained databases including pilot records, flight hours, and certifications.
* Distributed essential information across appropriate departments.
* Disseminated federal documents to governmental offices.
* Received Honorable Discharge.

**Driver, Caring Foundation,** Corona, NY 2013 - 2014

* Conducted the Caring Foundation Van to contracted food vendors.
* Delivered fresh products to the Church administrator.
* Organized routes all across the city.

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Education & Additional Skills

Driver’s license, since 04/25/2012

AS, Business Administration,  
LaGuardia Community College, Long Island City, NY

Notary Licensed

TLC Licensed

Property and Casualty Licensed, Life, Accident & Health Insurance Licensed,

POHS Institute: License #: LA-1342997

Language Skills: Bilingual, English and Spanish

Technology Skills: MS Office (Word, Excel, PowerPoint, Access, Outlook)