

Ashton Parks

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[GitHub](#)

[Portfolio](#)

Education

Bachelor of Science, Accounting

Western Governors University – In Progress

Experience

Inside Sales Representative

GEICO, Tucson AZ

Feb 2026 – Present

- Consult customers on coverage options and policy decisions in a high-volume inbound sales environment.
- Work with performance metrics and quality standards to improve conversion and retention outcomes.
- Maintain strict compliance while tailoring solutions to customer needs.

Team Manager, Fraud Analyst

Alorica, Tucson AZ

Mar 2023 – Feb 2026

- Led multiple teams of 15-20 agents, monitoring performance metric and ensuring accuracy in daily tasks.
- Reviewed and compiled reports, tracked KPIs, and maintained detailed documentation to develop agents.
- Managed all escalated client issues with clear communication and problem solving.
- Trained new agents on processes, systems, and quality standards.
- Managed schedules, workflows, and deadlines to maintain a strong relationship with our clients.
- Investigated debit card fraud and disputes, identifying suspicious patterns and documenting outcomes.

Sales Consultant

Jim Click, Tucson AZ

Dec 2024 – Jul 2025

- Guided customers through the sales process from greeting the customer to delivery of the vehicle.
- Accurately prepared documents, ensuring compliance with dealership and finance requirements.
- Managed customer records, follow-ups, and CRM entries.
- Met sales goals by building trust and providing a solution-based sales process.
- Communicated complex product and finance information in a clear and professional way.

Projects

Precious Metals Market Dashboard

- Built an end-to-end pipeline: raw data → SQL tables/views → Power BI interactive dashboard.
- Created views for gold, silver, platinum, plus a unified dataset for flexible visuals and filtering.
- Designed KPIs (start, latest, high, average, % change) and trend analysis by date/year.

[Precious Metals Repository](#)