
Brian Solano

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SKILLS

- Familiar with SalesForce, Slack, Microsoft programs, Google Office, various CRM systems
- Proficient bilingual communication skills in English and Spanish
- Ambitiously diligent and self sufficient, with the capacity to learn and grow
- Utilizes reliability, communication skills, and positive attitude to actively coordinate across all departments to accomplish tasks

EXPERIENCE

COVU Insurance Solutions - Redwood City, CA - *Licensed Insurance Agent/Sales Support (Work From Home)*

July 2023 to Current

- Accountable for generating new business and customer retention, handled phone calls and emails while resolving client inquiries, communicated with the management team on a weekly basis to discuss team performance.

Perfect Policy - League City, TX - *Licensed Insurance Agent/Producer*

August 2022 to July 2023

- Processed endorsements, handled phone calls and emails, resolved client inquiries, produced and bound insurance proposals, interface with other team members to improve the customer experience and help the group achieve better results.

All Web Leads - Austin, TX - *Contact Center Representative (Work From Home)*

November 2019 to Current

- Engage in inbound and outbound calls with consumers looking to compare insurance rates, vet consumers with qualifying questions and help consumers get connected with the right agent, communicate with the management team on a regular basis to discuss personal performance.

Pizza Hut - Friendswood, TX - *Delivery Driver*

January 2016 to October 2019

- Maintained a record of 100 percent of correct deliveries, completed daily pre and post-trip inspection checklists, always operated vehicle safely with service and efficiency in mind.

Onsite Cleaners - Webster, TX - *Team Member/Cashier*

January 2013 to January 2016

- Operated a cash register, processed payments and performed excellent customer service, answered any customer questions, communicated with customers via phone and resolved any issues/problems the customer may have.

Subway - Friendswood, TX - *Team Member*

August 2012 to March 2013

- Prepared the make-table with ingredients and sauces, maintained a clean work environment, handled cash register duties, answered any customer questions and communicated with customers via phone.

Whataburger - Webster, TX - *Team Member/Grill Cook*

July 2011 to August 2012 then from March 2013 to December 2013

- Prepared the make-table with ingredients and maintained a stable temperature by draining and refilling the table with ice, cleaned and sanitized the grill and work environment to ensure good hygiene when cooking, coordinated an average of 100-200 food orders to support timely delivery to each customer.

EDUCATION

Clear Brook High School - Friendswood, TX- *High School Diploma*

August 2008 to June 2013

Licensing/Certifications

Licensed Property & Casualty Insurance Agent for Texas