

John Bravo

PMP CERTIFIED PROJECT AND ORGANIZATIONAL MANAGER

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Key Skills Assessment

- **Strategic Management** – Experienced in vendor management, contract negotiations and strategic financial analysis to increase efficiencies and reduce costs while maintaining solid rapport with business partners.
- **Team Leadership and Budget Management** – Expertise in leading and building cohesive cross functional teams and collaborating with senior executives in improving operations and starting up new business locations while overseeing staff and managing budgets.
- **Process Improvements** – Devised and implemented processes, procedures, systems and internal controls to strengthen operations, increase productivity and enhance customer satisfaction.

Professional Experience

Manager and Owner

2010 - 2013

AMERICAN FAMILY INSURANCE

Established a successful insurance business from the ground up, strategically and innovatively growing the business and implementing policies and programs to increase company profits.

- Created systems to train and manage team members in achieving agency objectives.
- Received the highest esteemed award, Washington State Agent of the Month in 2013 given to American Family agents for outstanding achievement in recognition for an overall mix of business and sale production.
- Developed guidelines for personnel evaluations, staff advancement and recruitment procedures.
- Maintained efficient team structures and evaluated performance based on analytics.

Office Manager/Financial Coordinator/Marketing Director

2008 - 2010

WESLEY JOHNSON, DDS

Managed the day-to-day operations filling many roles to support growth and add to the bottom line. Developed and implemented comprehensive sales and marketing strategies while providing productive administrative management involving business, financial and human resources (HR) responsibilities.

- Utilized strategic planning methodologies and goal setting to direct operations while increasing productivity and profitability.
- Measured programs and processes for strengths and weaknesses and implemented changes as needed.
- Formulated policies and strategic plans and implemented procedures and growth initiatives.

Licensed Realtor

1999 - 2007

SALT LAKE BOARD OF REALTORS

- Achieved \$3.5M in sales, Rookie of the Year, and Top New Realtor and Female Agent.
- Consecutively exceeded yearly and monthly company sales goals.

Certifications & Memberships

- Project Management Professional (PMP) Certification
- Project Management Institute (PMI) Member
- Seattle Chamber of Commerce Member
- BYU Alumni Business Management Association Member
- Women in Business Member

Awards & Recognitions

- **Washington State Agent of the Month, June 2013**
 - Received the highest esteemed award given to American Family agents for outstanding achievement in recognition for an overall mix of business and sale production.
- **All American Club Award**
 - A highly esteemed, outstanding achievement recognition in the first year of sales in 2011, 2012 and ahead of schedule to receive for 2013.
- **All Star Top Agents Club**
 - Awarded to a limited number of top producers in the state.
- **Life Insurance Honors Club and Life Diamond Award**
 - Received while meeting American Family's expectations in sales for Home, Auto and Business insurance and exceeding company expectation in Life Insurance sales.

Languages

Spanish & Portuguese