

## **EDUCATION**

**California State Polytechnic University, Pomona, CA**

Bachelor of Science, *Business: Marketing Management*, Concentration, *Entertainment Marketing*, June 2013

Awards:  
*Dean's Honor List: Winter 2012*  
*Dean's Honor List: Spring 2012*  
*Dean's Honor List: Winter 2013*  
*Dean's Honor List: Spring 2012*

## **EXPERIENCE**

**Team Lead | Covurance Insurance Solutions, Inc. | 2/2021 – Current**

- Overseeing the activities and performance of the sales team in the Central Time Zone
- Developing my sales team through motivation, counseling, coaching, and product knowledge education
- Tracking sales goes and reporting results as necessary
- Coordinating with the tech, compliance, HR, and other sales managers to ensure all systems and rules are being adhered to and utilized correctly

**Insurance Agent | Covurance Insurance Solutions, Inc. | 5/2019 – 2/2021**

- Educate and help clients determine appropriate products to fit their needs
- Consistently in the top ten producing agents with a conversion rate averaging 20%
- Extensive knowledge navigating the CRM database system, multiple carrier portals, and multiple Microsoft Office products at once
- Noted for excellent skills in overcoming objections while providing quality customer service
- Averaging 90% or above average quality assurance approval

**Adoption Specialist | Best Friends Animal Society | 01/2017 – 05/2019**

- Responsible for all customer care and front office operations; including answering a high volume of phone calls, answering emails, and helping customers in the facility with any needs
- Responsible for interviewing and counseling potential adopters in selecting a pet that fits their lifestyle along with pet care
- Responsible for making sure our retail store was fully stocked and placing orders when necessary
- Responsible for the admission of animals; consisting of performing an initial intake exam to ensure pet is healthy enough for adoption, reading medical records, and adding the animal to the database
- Performed daily vaccinations, microchipping, medical treatments, animal restraint and wound treatments as necessary

**Customer Care | San Gabriel Valley Humane Society | 12/2015 – 05/2016**

- Responsible for all customer care and front office operations; including answering a high volume of phone calls, answering emails, and helping customers in the facility with any needs
- Interviewed and counseled potential adopters in selecting a pet that fits their lifestyle along with pet care
- Scheduled surgeries, vaccinations, and helped educate clients on post-operation maintenance
- Responsible for taking animal control inquiries and dispatching to officers
- Performed all opening and closing duties, including locking/unlocking kennels, feeding, cleaning kennels, balancing the register, and inventory.

**Fund Development Associate | Colette's Children's Home | 04/2013 – 06/2015**

- Responsible for soliciting prospects for grant funding and completing grant applications for private and public funding
- Marketed through various fields including social media, direct, and relationship marketing

- Kept shelter database up to date to track donations, create reports and smart lists to analyze donation history
- Created quarterly newsletters, kept website up to date, and helped create pamphlets/brochures to send out to current and future donors
- Coordinated two annual fundraising galas with 600+ guests each

## **ADDITIONAL SKILLS & INFORMATION**

**Technical:** Microsoft Office including Dynamics, PureInsights, PureCloud, and Power BI; Adobe Suite; Quickbooks Pro; SPSS; Giftworks; ShelterLuv; Balto

**Certification:** *Active Life, Accident & Health Insurance License in 25 States*

- **Interests:** International travel; hiking; cycling; volunteering at animal shelters; working with youth, homeless, and prison population teaching them skills to acclimate back into society