**Jeff Tanner**

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**Qualifications Summary**

Highly personable professional with over fifteen years of experience in account management, insurance sales & loan processing, call-center operations and environmental & classroom procedures.

  Talent for identifying client’s needs and presenting appropriate company products and services which led to initial application. Expert in resolving escalated client service issues.

  Excellent communication, motivational, interpersonal, and presentation skills. Excellent leader with a firm but fair attitude and a reputation for honesty, integrity, and loyalty. Outstanding expertise in management procedures and work ethic second to none.

  Demonstrated ability to gain customer’s trust and provide exceptional follow-up leading to increase repeat and referral business.

  Proficient with mortgage lead & application software, Orion, CVUE, Microsoft Office System (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint®, Microsoft Access, and Microsoft Outlook®). Ability to communicate through internal/external systems like Lotus notes, instance messenger and workspace.

**Professional Experience**

FIRST FAMILY INSURANCE       – Ft Myers, Florida                 06-2012 to Present

**HEALTH INSURANCE SALES AGENT(non-captive)**

* Interview prospective clients to obtain data about their financial resources and needs, the physical condition of the person to be insured, and to discuss any existing coverage.
* Seek out new clients and develop clientele by networking to find new customers and generate lists of prospective clients.
* Explain features, advantages and disadvantages of various policies to promote sale of health insurance plans.
* Customize insurance programs to suit individual customers, often covering a variety of risks.

I CAN BENEFIT       – Boca Raton, Florida                  04-2011 to 05-2012

**HEALTH INSURANCE SALES AGENT**

* Call on policyholders to deliver and explain policy, to analyze insurance program and suggest additions or changes, or to change beneficiaries.
* Calculate premiums and establish payment method.
* Customize insurance programs to suit individual customers, often covering a variety of risks.
* Interview prospective clients to obtain data about their financial resources and needs, the physical condition of the person to be insured, and to discuss any existing coverage.
* Seek out new clients and develop clientele by networking to find new customers and generate lists of prospective clients.
* Explain features, advantages and disadvantages of various policies to promote sale of insurance plans.
* Ensure that policy requirements are fulfilled, including any necessary medical examinations and the completion of appropriate forms.

NATIONSHEALTH       – Sunrise, Florida                       11-2008 to 03-2011

**Call Center Supervisor**

  Supervise day-to-day operations of call center and manage performance and production of individual assigned agents.

  Resolved escalated customer problems/ issues on an ongoing basis.

  Pursued retention of medicare members in MAPD & PDP plans.

  Ensured office policies and procedures were followed and proactively communicated operational issues to

the management team.

  Analyzed reports, summarized information and completed daily QA evaluations with agents.

  Prepared, processed, reviewed and monitored various documents such as policies, renewals &

applications.

  Communicated effectively orally and in writing with updates to management in regards to call center

efficiency and workflow.

COUNTRYWIDE HOME LOAN (CWHL)        – Sunrise, Florida                         07-2004 to 10-2008

**Account Executive**

Collaborated with Customer Care Manager to create strategic plans to enhance customer satisfaction. Provide employees with tools to maintain and increase service levels to both internal and external customers. Work closely with other departments to promote sales contests, clarify information, and distribute reports. Gather, analyze, and report daily/weekly/monthly sales and service statistics.

  Origination of Conventional, FHA,VA and Home Equity products.

  Worked with the B2B area of partnership of CWHL & Capital One.

  Worked with the B2C of CWHL for portfolio retention.

  Work with clients on completing all paperwork and applications relevant for their mortgage loan requests.

  Mentor Team Members to develop sales skills, pipeline management, other related skills.  Assist in

development of new employees matrix knowledge and direction criteria for job duties.

  Maintain a large pipeline while constantly adding new business on a continuous basis

  Maintained qualification and license for lending in all 50 states.

  Enhanced employee performance and attendance through daily mentoring, one-on-one discussions and

motivational strategies.

  Increased employee knowledge by assisting with development and implementation of product-awareness

program.

  Instrumental in improving customer-satisfaction ratings through suggestion, development, and

implementation of new reporting procedures.

  Assist in implement processes to help streamline the workflow within the team and across business

units,i.e. processing,etc.

  Implementation of new technology, large process changes, and/or product enhancements/additions.

  Develop and implement methods to effectively manage team, grow production, and handle incoming

volume and lead source.

  Oversee the entire loan process by monitoring loan pipeline via online origination system.

Miami-Dade Public Schools**--** Carol City, FL                         08-2001 to 06-2004

**Teacher (Science/Math/Computers)**

* Taught an enriching physical science curriculum to students of all ability levels. Developed many open ended FCAT type activities. Taught computer applications course for 6-8 students.

         Participant in professional development on interdisciplinary curriculum, lesson design, misconceptions, performance based assessment, integrated science, technology, and teaming at state and national, conferences and workshops.

        Leader in serving on science, math curriculum, block scheduling, National Honor Society, CAPT and accreditation curriculum committees. Played an integral role in rewriting middle to high school math sequences.

        Led intensive (1 to 4 week) PIMMS summer programs for K-12 CT teachers, emphasizing the use of technology in the classroom, especially in K-12 science and math. Taught teachers how to integrate the use of technology into lesson plans. Developed an integrated model of science/math professional development, using all sciences, following a learning cycle model, along with elaborate performance based assessments.

* Implemented a positive discipline plan which promoted student responsibility, problem solving skills, and student accountability. Worked with "Write-to-Read" program and used "Write Away" bags to encourage reading/writing at home, parent involvement, and listening/speaking/writing skills.  Implemented phonics instruction with small groups. Developed thematic unit on plants/gardening around major instructional goals. Used centers for math, science, and writing to complement the child-based hands-on curriculum.

       Taught up to 6 classes per year, grades 6, 7, or 8. Covered all areas of science contained in FL *State Intermediate Level Science Core Curriculum.*

* Organizing learning resources and the classroom environment at middle school to facilitate a positive learning experience. Identifying children's individual and collective learning needs and planning, preparing and delivering instruction that caters for the full ability range within the class. Employing a variety of teaching methods designed to capture students' interest and maximize individual learning. Developing and implementing enrichment programs for academically advanced children and remedial programs for students requiring extra assistance. Fostering appropriate skills and social attitudes in middle school students. Gaining the confidence and trust of children, parents and fellow professionals. Assessing, recording and communicating student progress. Organizing and supervising the work of parent volunteers.

FL Fish & WilDlife**--**Kenansville, FL                                                               04-1998 to 07-2001

**Senior Wildlife Biologist (Officer)**

* Provide advisory planning and technical guidance on wildlife management and natural resource conservation programs. Perform field surveys of wildlife habitats and natural resources.
* Monitor compliance with environmental protection guidelines, regulations, and laws.
* Perform technical reviews on design work from a wildlife biologist perspective.
* Partner with design engineers to ensure wildlife and natural resource program requirements are incorporated into the planning, design, and construction of projects.
* Review, recommend, and prepare modifications to agency wildlife management and natural resource protection policies, criteria, and standards. Administer large scale outdoor recreation programs.
* Develop recommended management activities based on wildlife habitat and natural resource conditions and trends.
* Plan and carry out wildlife population surveys. Participate in range land fire management program.
* Coordinate assigned project issues with superiors, team members, higher headquarters, and regulatory agencies.
* Develop educational user guides, maps, and pamphlets pertaining to wildlife management.
* Serve as technical consultant to public affairs for assigned environmental programs.
* Prepare conceptual studies, develop technical and contract documents, formulate and oversee environmental projects.
* Management of regulation personal at check stations and access control, natural trail representative & other security activities on a 60,000 acres wildlife management preservation.

**Education and Training**

* 2008– 2010 **MBA. Finance and Business Management** ******NOVA Southeastern Univ.
* 1993– 1997 **B.S., Agri-Science & Natural Resources.** ****** University of Kentucky
* License Insurance Agent (Health, Life & Annuities)-18 Active States

**ORGANIZATION  MEMBERSHIP**

Member of the NRA, Sierra Club, Wildlife Sportsmen Club 167, Security Officer Group of America, State Board of Mortgage Brokers and Ducks Unlimited Association.  Active member in various church organizations and act as a mentor to at risk youth to facilitate positive life choices.

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