

EXPERIENCE

GEICO , Woodbury, NY

Jan 2020 - Jan 2024

Service Representative

- **Customer Service** - Provided excellent customer service in a fast-paced telecommunications environment using various software simultaneously.
- **Underwriting** - Assessed risk as a field underwriter with the power to grant or deny coverage based on my personal assessment.

Amerilife of Florida , West Palm Beach, FL

Aug 2018 - Oct 2019

Independent Agent

- **Client Service** - Coordinated benefits with service and underwriting teams to meet client needs in a detail-oriented manner every step of the way.
- **Scheduling** - Scheduled appointments for myself and other agents while avoiding time-based conflicts.
- **Organizational Software** - Organized client databases across two platforms and ensured they were properly updated as needed.
- **Client Acquisition and Retention** - Built and maintained productive relationships with clients in order to grow the company's client base.

Caretaker for Ill Family Member

Aug 2016 - Aug 2018

- Assisted in basic medical procedures and aided activities of daily living including preparing meals and maintaining the home.

Sussex County Habitat for Humanity ReStore, Georgetown, DE

Jul 2015 - Aug 2016

Donation Coordinator

- **Fundraising** - Leveraged relationships with individual and corporate donors to ensure the ReStore was well-funded and had a varied and plentiful inventory.
- **Customer Service** - Quickly and efficiently responded to customer needs while maintaining a consistent sense of professionalism.
- **Business Development** - Effectively expanded the donor base for the ReStore via phone and face to face meetings.

Nechama: Jewish Response to Disaster, Detroit Metro Floods, Detroit, MI

Aug 2014 - Feb 2015

Field Coordinator

- **Client Relations** - Maintained positive relationships with clients throughout the disaster relief process by providing prompt and compassionate communication before, during, and after assistance.
- **Community Outreach** - Made initial contact with homeowners affected by disaster and guided them through the process of receiving assistance both in person and on the phone.

AmeriCorps: National Civilian Community Corps, Sacramento, CA

Aug 2013 - July 2014

Team Leader

Agencies and organizations partnered with: *Habitat for Humanity, California State Parks, Orange County Outdoor Science School, Sacramento Valley Conservancy*

- **Leadership** - Led a team of ten 18-24 year olds through a rigorous ten month national service program.

- **Project Management** - Performed quarterly project briefs and debriefs and coordinated weekly work plans with partner organizations for 10-12 individuals.

EDUCATION

University of Central Florida, Orlando, FL

Aug 2012

Bachelor of Arts in History