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| **Michael Porco** Sales & Customer Service Specialist | Data-Driven Professional | | [mikeporco23@gmail.com](mailto:mikeporco23@gmail.com) • (845) 608-2758[LinkedIn](https://www.linkedin.com/in/michael-porco-b01225206/) • [Portfolio](https://mikeporco23.github.io/Portfolio.github.io/) • Seattle, WA | |
| Aspiring leasing professional with 5+ years of client-facing experience in sales, hospitality, and education. Skilled in managing high-volume interactions, resolving customer concerns, and streamlining operations. Eager to bring strong communication and compliance expertise to a dynamic Seattle property management team. | | | |
| **Areas of Expertise** | | | |
| ● Customer Relationship Management  ● Team Leadership & Mentoring  ● Sales | ● Operational Efficiency  ● Microsoft Office Suite  ● Compliance & Legal Procedures | | ● Strategic Problem Solving  ● Data Analytics  ● Tableau, Power BI, Google Analytics |
| **Professional Experience** | | | |
| **Sonata Care Insurance Agency, Remote/Park Ridge, NJ**Life & Health Insurance Sales | | **April 2024 — Present** | |
| Facilitate sales of life and health insurance products by leveraging advanced communication and negotiation techniques. Develop strategies to close deals efficiently, ensuring adherence to legal compliance procedures throughout the sales process. Create tailored financial models utilizing proprietary spreadsheets to analyze earning potential under the company's commission structure.  Engage and assist new employees in onboarding and training to promote best practices and enhance team capabilities.   * Maintained high performance standards by consistently achieving and sustaining 85% average in internal audit grading systems. * Achieved recognition as one of the top 10 salesmen within the company through consistent high-volume sales performance. * Selected to train and mentor new hires, focusing on strategic sales execution and compliance adherence. | | | |
| **Sabi Sushi, Piermont, US**Operations Manager - Hospitality | | **March 2021 — April 2024** | |
| Installed and configured new router and networked POS computers, enhancing operational efficacy with integrated handheld POS devices. Managed wine, liquor, and sake inventory to meet operational needs and facilitate increased beverage service satisfaction. Implemented operational improvements, including automated Excel spreadsheet developments.   * Increased server productivity and efficiency by 20 minutes per shift through development of automated tip-out sheet using Excel. * Led interviewing, onboarding, and training of new staff, ensuring readiness and maintaining consistent service standards. | | | |
| **Nova, Nagasaki, Japan**English Conversation Tutor | English & Japanese | | **April 2020 — March 2021** | |
| Maintained and updated laptops and computers, troubleshooting software issues to support seamless online English lessons. Delivered high-quality translations of business proposals and various documents from Japanese to English, ensuring linguistic accuracy and cultural relevance.   * Achieved recognition as one of the top 10 most requested tutors in Nagasaki Prefecture. * Enhanced student performance by providing focused conversation practice sessions. * Produced precise translations of business documents, earning client commendation for quality. | | | |
| **Interac, Nagasaki, Japan**Assistant Language Teacher | English & Japanese | | **April 2019 — March 2020** | |
| Enhanced students' verbal test performance by balancing pronunciation accuracy and conversational fluency. Integrated technology such as PowerPoint, Word, and various learning software to deliver engaging and effective lessons. Developed tailored lesson plans that accommodated diverse learning speeds and abilities, fostering inclusive classroom environment.   * Facilitated language development through interactive activities and immersive language exposure. * Promoted cultural understanding and respect through the integration of real-world applications and context into teaching. | | | |
| **Education**Bachelor of Science in Communication | Purchase College, SUNYOne Year International Student Program | Nagasaki University of Foreign Studies | | | |
| **Certifications** | | | |
| Life and Health Insurance License - 2024  Data Analytics Professional Certificate Google  N3 Intermediate Japanese The Japan Foundation | | | |