



# DOMINICK HERNANDEZ

nicksta1624@gmail.com | 208-226-6285 | Pocatello, ID 83201

## Summary

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Customer-focused professional willing to go extra mile to meet customer needs, increase satisfaction and promote loyalty. Expertly handles diverse concerns with solution-focused mindset and attention to detail. Excels in research, documentation and problem-solving. Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Committed job seeker with a history of meeting company needs with consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

## Skills

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- Customer Service
- Email Marketing
- Consultative Sales Techniques
- Team Training and Development
- Customer Retention
- Asset Protection
- Account Retention
- Account Management
- Risk Management
- Client Retention
- New Business Development
- Negotiation
- Time Management
- Sales and Marketing
- Team Leadership
- Employee Training and Development
- Verbal and Written Communication
- Schedule Preparation
- Sales Techniques
- Staff Development

## Experience

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Allstate Insurance Co | Pocatello, ID  
**Insurance Sales Agent**  
07/2019 - 06/2022

- Increased sales through consultative sales approach and focused relationship building with new and existing policy holders.
- Rewrote and reinstated insurance policies, following underwriting and business rules.
- Offered policy guidance and management to promote asset protection.
- Exceeded company sales goals for new policies.
- Provided leadership and training for new agents regarding industry best practices and company policies.
- Explained coverage options to potential policyholders, answering questions or concerns.
- Calculated premiums and established payment methods, receiving customer payments and issuing receipts.
- Counseled prospects and policyholders on coverage, limits and regulations.
- Remained current on latest industry trends by gaining comprehensive knowledge of financial and insurance products, services and best practices.

Panda Express | Pocatello, ID  
**Cook**  
05/2018 - 07/2019

- Prepared dishes in fast-paced environment working with teammates to maintain high customer satisfaction rate.
- Followed established procedures and requirements for safe food handling,

storage and service.

- Chopped, diced and sliced vegetables and fruit ahead of rush periods.
- Handled customer complaints and concerns promptly, escalating complex issues to direct supervisor for quick resolution.
- Built loyal clientele through friendly interactions and consistent appreciation.
- Refilled and rotated items on shelves to maintain well-stocked inventory.
- Counted tills at beginning of shift with start money and balanced and reconciled register, reflecting financial discrepancies, refunds and account deferrals.
- Recommended, selected, located and obtained products to meet customer needs.
- Greeted customers promptly and responded to questions.
- Processed customer payments quickly and returned exact change and receipts.
- Welcomed customers, offering assistance to help find store items.

## Education and Training

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Pocatello High School | Pocatello, ID  
**High School Diploma**  
05/2016