

# JEFF DIETER

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## PRESENTATION OF QUALIFICATIONS

Technically-adept Professional with a broad based background in implementing cost-effective operational procedures, and developing and maintaining good customer relations. Track record of providing reliable service to a broad base of customers, including maintaining detailed records using commercial and proprietary computer programs. Hands-on contributor able to work equally well as part of a team or independently. Clean driving record. Knowledgeable and skilled at:

- Customer Service
- Implementing various Windows based programs
- Creating a positive and friendly environment
- Projecting confidence with knowledge

## PROFESSIONAL EXPERIENCE

DJS INVESTMENT PROPERTIES, LLC 2016 to Present

### **Partner / Manager**

Created excellent work relations with our subcontractors and vendors in a friendly and respectful manner. Maintained detailed records in excel and created budgetary spread sheets with payroll and cost projections. Implemented various government / commercial search programs to locate inventory.

INTER-MEDIA MARKETING

### **Call Center Customer Service / Sales Representative**

2013 to 2016

Represented Independence Blue Cross Blue Shield at the beginning of Obama Care. Processed a very large volume of incoming calls reviewing and selling a wide range of products fulfilling their needs in a friendly confident manner.

NATIONAL AGENTS ALLIANCE / GENERAL BROKAGE AGENCY

### **Field Agent**

2012 to 2013

Present Life / Accident Insurance to a diverse base of cliental using multiple insurance carriers covering four states to fulfill their needs. Maintain a professional and friendly relationship with various departments of all the carriers ever increasing my knowledge of their services / products to be able to offer the latest and the greatest to my customers.

AMERICAN INCOME LIFE

### **Field Agent**

2010 to 2012

Presented Life / Health Insurance to a broad base of union members in an assertive yet friendly manner. My retention ratio averaged 80 %. Participated in inner office team / individual competitions and training classes.

## EDUCATION

VALENCIA COMMUNITY COLLEGE, Orlando, FL  
Coursework included Electrical Theory, Circuit Projects, etc.