**Brenda C Del Toro**

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Objective:

To obtain a full time position in a well-established and growing company in order to provide

excellent customer service.

Work Experience:

Goodman Insurance LTD, Agent

Broker Insurance Agency. Homewood, IL

02/2013 – Present

I am no longer a producer or initiate the sale. I am still license. I’m hired as a customer service

representative. My current responsibilities include but not limited to:

- Incoming calls and outgoing.

-Apply payment and inquire information on late payments.

- Submit new policies along with any requirements.

- Submit all endorsement/changes to corresponding company.

- Talk to underwriter, customer service, and billing department on each one of the clients

account.

- Quote new business along with existing business in personal line, commercial line, and life

insurance. If agent is not in the office I will present and complete the quote process.

- Use the excel program to keep up with annual commissions and new business.

-Organize and mail out the annual calendar along with a Christmas cards.

- Send out Birthday Cards and New Member Letters.

- I help out with monthly expenses. As far keeping track of bills in the office.

Emma I Pacheco, Agent.

Insurance Agent (Berwyn, IL) American Family Insurance

03/2010 to 10/2010 Customer Service

This is the first year I decided not to be an Insurance Producer. I no longer made insurance sales.

I would handle customer service.

- Incoming calls and outgoing.

- Payment receives

- All of policies changes and cancellations

- Send out Birthday Cards and New Member Letters.

(I left American Family Insurance due to my second pregnancy)

Sheldon K Rice, Agent.

Insurance and Financial Services Agent (Chicago, IL) State Farm Insurance.

3/2009 to 11/2009 Staff Associate

Develop and implement sales plan and manage all phases of the sales cycle—from

prospecting to close and follow-up support. Represent a full line of

insurance and financial products.

Achievements:

- Drove a pace-setting 3%in my short time in his office. .

- Excellent sales performance with meeting quotas.

- Consistently met and frequently exceeded the financial objectives of represented clients.

Assessed risk tolerance and investment/risk-management goals to recommend solutions

optimally suited to client needs.

- Provided sound financial, insurance and wealth-management services to protect client assets

and grow the net worth of their respective portfolios.

- Increased referral business. Initiated an aggressive campaign of cold-calling, offering referral

incentives and participating in networking events.

Loreto Arzola, Agent. State Farm Insurance

Sale of Insurance and Financial Services Agent (Cicero, IL)

07/2007 to 01/2009 Multiple Line Representative.

Achievements:

- Drove a pace setting of 16% annual increase in sales.

- Excellent sales performance with meeting quotas.

- Good customer service, retainsion, multi task, and punctual.

· 01/2008-12/2008

Involved in a Life awareness team. Which out of 33 candidates I was placed in 3rd place.

· Able to close two to three car loans a month along with opening 2 credit card approval a month.

INSURANCE SALES PROFESSIONAL

- Entrepreneurial Sales Associate for State Farm staff member with a history of surpassing

customer and employer expectations. Leverage consultative-sales strengths to identify

opportunities, nurture relationships and close deals.

 Dedicated and tenacious sales expert, with a reputation for consummate professionalism

and exemplary ethics. Remain current on the latest trends in the industry, with

comprehensive knowledge of financial and insurance products, services and best

practices.

- Passionate leader, skilled at building top-performing teams focused on impeccable

service delivery and accountability for goal achievement.

- Personal and commercial insurance:  (auto, home, business, health, life)

- Long-term-care and estate planning.

(No longer working with Loreto Arzola because we had a difference of

opinion what was salary pay. Salary with him was 900.00 every two

weeks.)

Continental Furniture,

4235 N Milwaukee Ave, Chicago IL 60622.

06/2006- 06/2007 Furniture Sales

During the year employed with Continental Furniture, I was part of a

sales team. Each individual had his or her own quota to meet. My

expectation and quotas were:

- More than 45k in deliver sales in one month.

- Confirm with the customer that the delivery took place and

that there was no damage to the furniture while it was delivered.

- Co-called new customer and follow up with existing customer

for new purchases.

- Send more than 50 mailers a week.

- Attend weekly meeting for upcoming goals.

(No longer working there because there was a change of management and

cut back of employees. This job was 100% commission.)

Education:

June2005

Farragut Career Academy

- H.S. Graduate (Law In American Society)

- Great point average 3.2

- Accomplishments: Build a Law Library in 2004.

- Activities/Clubs: Debate Club, Chess Club, Basketball, Swimming Team, and Volley

Ball.

Office Skills:

- Able to type 30+ wpm.

- Knowledge in Microsoft excel, word, and office.

- Able to fax, scan, multi task with incoming and outgoing calls.