**Patrick Drury**

**Lodi, WI 53555**

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**(608) 697-3062**

**Work Experience**

**Light Production**

**AMPI**

**2017 to 2018**

Verify quality control; assist with training new employees; ensure effective machine operation and safety procedures

**SALES ASSOCIATE**

**Weed Man Lawn Care**

**2016 to 2017**

Managed inbound and outbound sales; provided high quality customer service to educate customers and resolve concerns

**INDEPENDENT INSURANCE AGENT**

**Howe Insurance Services**

**2014 to 2016**

Marketed insurance products and guided parties toward appropriate policies

**CLAIMS CUSTOMER CARE ASSOCIATE**

**American Family Insurance**

**2013 to 2014**

Educated clients in insurance claim processes; received recognition for outstanding customer service; built solid relationships with vendors and clients

**INSURANCE SALES ASSOCIATE**

**AFLAC**

**2012 to 2013**

Provided benefits and maintained client relationships; recognized for ability to quickly acquire product expertise; received 3 awards for meeting or exceeding sales goals

**POLICE OFFICER**

**City of Lodi**

**Lodi, WI 2007 to 2012**

Served as sworn officer in growing community with diverse population; conducted multiple criminal investigations resulting in felony convictions

**POLICE OFFICER**

**Village of Cambria**

**Cambria, WI**

**2005 to 2007**

Provided full range of police and emergency services

**Education**

B.A. degree in Sociology

University of Wisconsin

Whitewater, WI Police Academy, Blackhawk Technical College

**Skills**

RETAIL SALES, customer service, RECEPTIONIST, training

**Additional Information**

**PROFESSIONAL SKILLS**

Customer Service ♦ Public Speaking ♦ Sales Medical First Responder Training ♦ Police and Investigative

**Skills QUALIFICATIONS SUMMARY**

CUSTOMER SERVICE PROFESSIONAL with impressive career highlighted by contributions in the areas of:

♦ Public Service: Responded to crises and enforced state, county, and municipal laws. Worked diligently to resolve citizen complaints and requests for service. Prepared and delivered specialized training to team members. Consistently recognized for productivity and outstanding relationships within community.

♦ Customer Care: Focused on educating clients and building high levels of trust. Resolved concerns with empathy and commitment to client satisfaction.

♦ Sales: Nurtured and maintained strong customer and vendor relationships. Received multiple awards for meeting and exceeding sales goals.