

# Matthew Urian

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## OBJECTIVE

To attain a position that will hone my skills as a web developer which will allow me the opportunity to provide superb service and further the goals of the company.

## EDUCATION

Case Western Reserve University – Cleveland, Ohio – Web Development, Graduated April 2019

Kent State University -Kent, Ohio- Bachelor's in Business Administrations, Graduated December 2011

Stark State College -North Canton, Ohio- Associate's Degree in Heating, Ventilation, and Air Conditioning, Graduated May 2007

## EXPERIENCE

### ***New York Life Insurance Co., February 2016 – Present***

#### **Insurance analyst**

Processes service requests related to disbursements of loans, dividends, partial withdrawals. Respond to 3rd party requests for information on products and benefits. Review Trusts, POAs and other court documents to confirm proper authorization to process transaction requested. Answers Agent and Policyholder calls, providing support and processing service requests. Creating annual policy summaries from scratch, requiring manual calculations for established values.

### ***S&P Data, October 2015 – February 2016***

#### **Inbound Commercial Direct Sales Representative**

Facilitate sales of all products and services according to the client's needs. Establish guidelines for presenting services to new and existing customers. Accountable for persuasive, verbal, written and interpersonal communication skills which led to problem-solving customer needs and inquiries. Overcome initial customer objections. Imparted information with regard to products and billing.

### ***K Company, July 2013 – September 2015***

#### **Heating, Ventilation and Air Conditioning (HVAC) Dispatcher**

Helped technicians to troubleshoot problems, requisition supplies, and completed work orders. Reviewed time sheets and work orders submitted by technicians to document job details for billing purposes. Fielding & responded to customers billing inquiries and acted as a liaison between the accounting department & technician to address billing questions.

#### **Heating, Ventilation and Air Conditioning (HVAC) Service Technician**

Handled the task of gathering customer requirements and provided best product that will meet the requirements. Performed responsibilities of seeking new sales opportunities as well as build strong customer relationships. Working with customers to sell maintenance contracts suited to customers' needs. Cross selling different products to increase customer and company satisfaction.

### ***Time Warner Cable, March 2011- July 2013***

#### **Direct Sales Representative (DSR)**

Maintained record of accounts and orders. Acquired appointments, conducted field sales calls, assessed and analyzed prospective customers need to provide product and service solutions, attained contracts. Formulated personal sales plan to improve sales.

***Matt Allen Contracting, May 2007- March 2011; Owner*** - Provided soil disposal services for environmentally impacted soils for remediation contractors. Managed client and account relationships. Managed administrative and financial records.

***BJAAM Environmental, Inc. July 2000- May 2007; Environmental Technician*** - Technical assistance during slug tests, ground water yield tests, solid waste landfill detection monitoring, remediation systems implementation, and site surveys