

RHYS C. EDWARDS

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WORK EXPERIENCE

General Manager

June 2017- May 2018

State Farm, Haleh Krauter Agency, Indianapolis, IN

- Hired, Trained and Managed Sales Team
- Helped existing customers with all Insurance and Financial needs
- Reviewed customers full financial and insurance picture to make sure they were properly protected

Selling Floor Manager

February 2014 – June 2017

Bicycle Garage Indy, Indianapolis, IN

- Managed and trained Sales Staff and Cashiers
- Count down the register every night
- Handle difficult customer situations that have been elevated to me
- Responsible for opening and closing the store
- Sell bicycles, bicycle accessories and fitness equipment
- Maintain robust knowledge base on hundreds of different items in inventory

Licensed Insurance Representative

June 2007- February 2014

State Farm Insurance, Fishers, IN, Midland, GA & Leola, PA

- Quoted and bound Auto, Fire, Life Insurance in office and over the phone
- Led weekly sales meetings
- Completed surveys and field underwriting for policy applications
- Performed service work for clients' commercial and personal lines policies in person, online and over the phone
- Canvassed local businesses to earn their policies
- Created and managed internet lead system, analyzed results daily
- Interviewed, trained, scheduled and managed staff of interns
- Fostered relationships through membership with Business Networking International

Agent

February-September 2013

Wiggins Insurance Agency, Columbus, GA

- Held appointments with over a dozen commercial and personal lines insurance companies including Travelers, Auto Owners, Progressive and SafeCo.
- Learned underwriting guidelines and front-end underwrote several types of policies for each of the aforementioned companies
- Assisted in training new employees on company software and customer service

- Designed spreadsheet and corresponding reports that assisted in balancing payroll, taxes and expenditures
- Developed and presented new ideas on policies, marketing and sales processes for weekly team meetings
- Personally wrote \$20,000-\$30,000 in premium a month

Senior Territory Account Representative

August 2005 – May 2007

Tru Green Chem Lawn, Lititz, PA

- Sold lawn, tree and shrub care programs door to door
- Evaluated lawns and landscaping to determine what products could be used to combat damage and promote growth
- Trained new sales employees on sales techniques

Loan Officer

February 2006 – January 2007

Home Team Financial, Mount Joy, PA

- Sold and underwrote mortgages
- Participated in marketing initiatives to determine best type of lead sources
- Top ranked student in training class

VOLUNTEER EXPERIENCE

- Presenter, National Money Smart Week
- Co-Planner, Claws & Paws Fundraiser
- State Farm “Good Neighbor” Booth Representative, Leola summer fair series
- Volunteer, Millersville University Alumni Summer Baseball Events
- Co-Planner, Forget Me Not Alzheimer Fundraiser
- Co-Planner, Lancaster City Parks and Recreation Trail Blazer Project

SKILLS & CERTIFICATIONS

Microsoft Office Suite, Adobe, Retail Management Software and Calyx
Insurance License in the lines of Property and Casualty, Life Insurance,
Health Insurance and Annuities

EDUCATION

Millersville University of Pennsylvania, Millersville, PA

2000-2004

Core Study in Geography, Mathematics, and Computer Science