

# Saleh Farah

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<https://github.com/sfar93>

## EDUCATION

**Bachelor of Science in Criminology and Criminal Justice**  
Arizona State University

**Associate of Sciences**  
Chandler-Gilbert Community College

## CERTIFICATE

**Software Development Certificate**  
Arizona State University

**Life and Health License**

**Property and Causality License**

## PROFESSIONAL SUMMARY

Aspiring software developer with a background in criminology, customer service, and data analysis, complemented by a recently completed software development certification from Arizona State University. Adept at problem-solving, technical troubleshooting, and client relations, with newly developed programming and technical skills. Seeking a growth-oriented role in software development to leverage a strong foundation in HTML, CSS, JavaScript, and TypeScript.

## SKILLS

**Programming Languages:** HTML, CSS, JavaScript, TypeScript

**Tools & Technologies:** Git, GitHub, Node.js, Git Bash, Salesforce, DOS

**Other Skills:** Database management, Microsoft Office Suite, technical troubleshooting, client relationship management

**Capabilities:** Strong communication and interpersonal skills, excellent problem-solving and analytical abilities, ability to adapt quickly to new technologies and environments, experienced in client-focused roles, ensuring satisfaction and retention

## PROFESSIONAL EXPERIENCE

### **Life, Health, Property, and Casualty Insurance Licensed Agent**

*State Farm, April 2024 – Present*

- Delivered exceptional customer service, troubleshooting client account issues to identify solutions efficiently.
- Fostered trust and reliability through personalized account management, enhancing client retention.
- Maintained precise electronic and paper records for compliance with regulatory standards.

### **Life and Health Insurance Licensed Agent**

*Globe Life, September 2023 – March 2024*

- Assessed client needs to provide tailored insurance solutions while cultivating strong business relationships.
- Streamlined claims processes, providing expert support to expedite resolutions.
- Enhanced record accuracy and compliance through diligent documentation practices.

### **Life and Health Insurance Licensed Agent**

*Bankers Life, April 2023 – March 2023*

- Cultivated strong client relationships to provide tailored life and Medicare insurance solutions.
- Conducted thorough needs assessments to match clients with suitable insurance policies.
- Maintained up-to-date client records and supported claims processes to ensure smooth resolution.

### **Counselor and Integrated Crisis Response Instructor**

*State of Utah, September 2020 – February 2023*

- Ensured safety and security within a correctional facility for at-risk youth.
- Delivered crisis response training to employees, improving facility preparedness and response times.
- Maintained a secure environment through close collaboration with multidisciplinary teams.

### **Special Project Operation**

*Uber Technologies, October 2019 – June 2020*

- Analyzed sensitive client data to develop and implement innovative safety measures for platform users.
- Utilized Google Spreadsheets for advanced data analysis to improve safety reporting and efficiency.
- Identified and mitigated fraudulent activity affecting users across various service platforms.

### **Marketing Administrator**

*Auto Glass Direct, April 2018 – September 2019*

- Managed social media and email marketing campaigns to enhance brand visibility.
- Developed strategies to expand the customer base and improve marketing ROI.

### **Patient Service Representative, Technician, Assistant Manager**

*Nationwide Vision, December 2014 – December 2017*

- Provided outstanding customer service to patients, ensuring their needs were met promptly and effectively.
- Managed sales transactions and processed insurance claims with precision and attention to detail.
- Performed basic eye exam procedures and maintained accurate patient records while upholding confidentiality standards.