

Dennis Zabel

AUTOMOTIVE SALES PROFESSIONAL

Mount Clemens, MI 48043 ♦ (586) 524-4171 ♦ zabelwd@gmail.com



EXECUTIVE SUMMARY

Results-driven professional with a strong background in negotiation, client relations, and account management. Skilled at building trust, uncovering customer needs, and guiding individuals through high-stakes decisions. Recognized for persuasive communication and the ability to close complex agreements, with a proven record of delivering exceptional customer experiences. Eager to bring these transferable skills into Automotive Sales to drive revenue growth, exceed sales targets, and create long-term customer loyalty.

PROFESSIONAL EXPERIENCE

Senior Resolution Manager ♦ *Gallagher Bassett Services*

Remote ♦ 2021 – 2025

- ◇ Closed high-value agreements through persuasive negotiation, consistently achieving favorable outcomes
- ◇ Delivered a consultative, customer-first approach that built trust and long-term loyalty
- ◇ Managed a portfolio of complex accounts, ensuring client satisfaction and repeat engagement
- ◇ Maintained accurate records and documentation to support seamless client interactions

Claim Representative ♦ *ESIS*

Southfield, MI ♦ 2017 – 2021

- ◇ Guided clients through complex claim processes, uncovering needs and providing tailored solutions
- ◇ Negotiated settlements by balancing client expectations with organizational goals
- ◇ Strengthened customer relationships by serving as a reliable and responsive point of contact

Medical Claim Analyst ♦ *ESIS*

Southfield, MI ♦ 2013 – 2017

- ◇ Analyzed and resolved medical claims with speed and accuracy, ensuring positive client outcomes
- ◇ Partnered with customers and providers to resolve billing issues, reinforcing trust and satisfaction

Program Specialist – Admissions ♦ *Wayne State University*

Detroit, MI ♦ 2012 – 2013

CORE COMPETENCIES & TECHNICAL EXPERTISE

- ♦ Exceptional Customer Service & Relationship Management ♦
 - ♦ Advanced Negotiation & Strategic Sales Techniques ♦
 - ♦ Team Leadership & Collaborative Problem-Solving ♦
 - ♦ Strategic Planning & Complex Account Management ♦
- ♦ Microsoft Office Suite & Professional Software Proficiency ♦
 - ♦ Technical Systems Management & PC Diagnostics ♦

EDUCATIONAL BACKGROUND

Business Management Major / Psychology Minor (128 Credit Hours Achieved)

Wayne State University, Detroit, MI ♦ 2005 – 2013

High School Diploma

Clintondale High School, Clinton Township, MI ♦ 2001 – 2005