

John Doe

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Objective: Senior Sales Representative

Seeking entry-level supervisory position where five years' experience as a senior sales rep / customer service manager can be fully utilized. Have consistently met or exceeded sales and service quotas set by management. Experience selling insurance and building products.

Work Experience

Senior Customer Insurance Professional, Name of Insurance Company, City, ST **07/03 - Present**

- Explain difficult home and auto insurance concepts and products using everyday language to customers calling 1-800 line. Identify all cross-selling opportunities by building customer rapport and asking probing questions. Help customers with auto or property insurance needs ranging from billing problems to endorsements on existing policies and recommend best solution based on customer need and comfort level. **Result:** Consistently meet or exceed sales and service quotas.
- Routinely volunteer to help co-workers resolve problems and questions from difficult or angry callers.
- Lead team-training projects, help train and motivate new employees. **Result:** Helped train team that won first place in company sales and service contest made up of 20 teams and 400 employees

Associate Communications Service Technician, Name of Company, City, ST **03/00 - 11/01**

- Performed the layout, installation and programming of telecommunications equipment and gained experience installing, repairing, and troubleshooting 5E switching systems, SONET Rings, 1A, OC 3, OC 12, OC 48, main frames, multiplexers, cross connect panels, and power bay equipment

Customer Service Manager, Name of Company, City, ST **10/98 - 01/00**

- Performed general management duties, oversaw raw material procurement, scheduled service technicians, coordinated service schedules, and forecasted material usage for production schedules
- Trained and supervised a 7-member team of service technicians that installed windows on 125 homes in a new subdivision. **Result:** Increased customer satisfaction and reduced cost of repair services by implementing a program to avoid problems with product quality and installation

Carpenter, Name of Engineering Firm, City, ST **03/94 - 09/98**

- Performed general carpentry duties including reviewing blueprints and layouts with engineers
- Routinely supervised small specialty project crews on large commercial construction projects
- Earned OSHA safety certification (completed 10-hour course)

Education

Currently pursuing B.S. degree in Finance at Anytown College, City, ST (Completed 50 hours)
Anytown Community College, City, ST (Telecommunications Certificate – 25 hours)

Computer Skills

CompTIA A+, Net+, Windows 9x, Windows NT, Windows XP, Excel, Word, PowerPoint; Access Database, AS/400, IBM Mainframe Database, Electricity Safety Training, Telecom Theories and Installation

John Jobseeker

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PROFILE

HANDS ON PROFESSIONAL with eight years experience in the areas of occupational safety and health management, construction / emergency management services, safety prevention programs, and worker's compensation claims management. Certified Firefighter, Emergency Medical Technician and Police Officer. Candidate, Associate in Risk Management.

QUALIFICATION SUMMARY

Safety and Risk Management

- Proven ability to design, direct and implement effective safety programs -- designed on-site safety training program subsequently adopted by 166 companies
- Demonstrated experience in monitoring facilities and processes for adherence to OSHA guidelines by overseeing inspections, recommending corrective measures and preparing for OSHA safety audits and investigations -- supervised safety programs of 66 large, heavy manufacturing (construction and steel) companies
- Oversaw managed care operations for workers compensation insurance company (3,000 members, \$12.5 million in premiums) which involved underwriting, claims review, OSHA compliance and training, and loss prevention - supervised 6 loss control consultants and coordinated efforts of 5 field offices

Technical Expertise

- Instructor: OSHA 500 Construction Safety; Forklift Training (Certified); Firefighting; CPR, First-Aid
- Training and Coursework: OSHA Safety for Managers (40 hours); Hazardous Materials Operations; Construction Safety Management; Crane Safety (16 hours); OSHA Scaffold Training; Advanced Ergonomics; Leadership and Effectiveness; Claim Management and Managed Care; Risk Assessment
- Computer skills: Very proficient in Windows, Adobe, AmiPro and dBASE

Communication Skills

- Instructor of hundreds of job safety training programs on OSHA safety and compliance, drug free workplace programs, firefighting, and miscellaneous other job safety programs
- Helped develop occupational safety control and loss control manuals for both current and past employers
- Experienced and effective working with people of diverse cultures and backgrounds (ability to speak some Spanish and have experience training Spanish-speaking workers) and interacting with all levels of management and personnel

WORK HISTORY

ACME COMPANY, Anytown, ST
Safety Director

07/00 to Present

- Manage company pre-surveys, perform risk assessment, conduct safety inspections, provide follow-up training, conduct audits, perform loss trending and claims review for clients
- Work with insurance carrier, underwriter and claims office and provide weekly status reviews to ensure proper client selection

XYZ MANAGEMENT SERVICES, INC., Othertown, ST
Senior Loss Control Consultant - Account Executive

11/94 to 10/00

- Oversaw managed care operations for worker's compensation insurance company consisting of 3000 members with premiums totaling \$12.5 million
- Supervised 6 field loss control consultants and coordinated operations of 5 Florida offices
- Responsible for all aspects of OSHA compliance including management, documentation, training, underwriting, and claims processing, OSHA accident investigations and audits
- Assisted clients with development of safety programs; developed on-site training program subsequently used by 116 different companies
- Conducted over 250 safety training and accident prevention classes on various topics regarding worker safety programs in order to control costs; developed company loss control manual and emergency services protocol

ABC MANUFACTURING COMPANY, Anothertown, ST
Safety Manager

03/03 to 11/94

- Responsible for OSHA and EPA compliance, SARA Reporting and workers compensation claims management
- Assisted in OSHA compliance in-house training for 150 employees

OTHER WORK EXPERIENCE

ANYTOWN FIRE DEPARTMENT, Anytown, ST
Firefighter / EMT (12/00 to Present)
Lieutenant / Instructor (08/96 to 12/00)

08/96 to Present

- Lead instructor; trained hundreds of recruits in fire safety / training and structural firefighting
- Identified and corrected weaknesses in occupational safety program