

Tammi Cole

Enter Address Here. | Odessa, TX 7XXXXX | 512-921-7300 | tammicole24@gmail.com

- **Experienced Customer Service Representative** with a history of surpassing customer and employer expectations. Leverage consultative-sales strengths to identify opportunities, nurture relationships and close deals.
 - **Passionate Leader**, skilled at building top-performing teams focused on impeccable service delivery and accountability for goal achievement.
 - **Seeking**, to secure a position in an established company where my experience and resourcefulness are utilized and challenged.
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PROFESSIONAL EXPERIENCE

Odessa Bears Camp

Vice President

December 2010 – Present

- Prepared schedules and coordinated weekly practices / games for 100+ youth football players.
- Organized and led fundraisers, sponsorships, recruiting efforts, and end of season banquet.
- Responsible for ordering uniforms and supplies.
- Prepared marketing material to attract new players, coaches and volunteers.
- Administered budget and accounting by handling all A/R and A/P.
- Managed Ector County by Grace Christmas events for over 700+ underprivileged children in ECISD.

Troy Insurance Group – Cedar Park, TX

Office Manager

September 2009 – December 2010

- Responsible for bookkeeping with accounts payable and accounts receivable, data entry, and check generation using QuickBooks.
- Managed office duties, including sales calls, correspondence, document filing and answering phones.
- Worked with all lines of insurance including high risk commercial and surplus lines.
- Generate monthly reports using Excel.
- Attended networking functions such as BNI and The Chambers in which I was voted Secretary, Treasurer, and Vice President.

Drew Espinosa's Allstate – Cedar Park, TX

Office Manager

August 2005 – September 2009

- Responsible for organizing files and creating spreadsheets to track performance.
- Promoted to Office Manager after 12 months due to sales production and eagerness to take control.
- Consistently exceeded Allstate's RFG goal every year I was employed.

Guerry Harris Allstate Agency – Austin, TX

Sales Associate / Customer Service Rep

October 2004 – July 2005

- Responded to telephone inquiries, providing quality service to customers. Built immediate rapport with clients through friendly and engaging attitude.
- Responsible for inside and outside sales, and telemarketing prospective clients in support of all types of P&C products.
- Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability by Guerry Harris office.
- Obtained P&C license.

Foley's Department Store – Austin, TX

Sales Associate

April 2004 – September 2004

- Achieved all sales goals while providing outstanding customer service.
- Accurately completed large cash register transactions
- Recognized as top sales associate for customers opening new credit accounts.

Family Heritage Life – Odessa, TX

Self-Employed Insurance Agent

August 2001- April 2004

- Responsible for door to door sales of supplemental health insurance and account management.
- Seek out new clients and develop clientele by networking to find new customers and generate lists of perspective clients.
- Performed administrative tasks such as assisting with claims, maintaining records and handling policy renewals.
- Developed new strategies to increase retention rates with policy renewal.
- Assisted with claims, cross selling and building retention rates.
- Earned reward and recognized as one of the top 20 sales producers in West Texas.

EDUCATION AND CERTIFICATIONS

Odessa High School

1996 – 2000

Insurance Certifications:

P&C Licensed

Life & Health Licensed