

Diana Thomas

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Motivated, personable business professional with customer service experience and hard work ethics. Talent for quickly mastering technology - recently completed Microsoft Office course through PVCC and currently use every day. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records.

Flexible and versatile - able to maintain a sense of humor under pressure. Thrive in deadline-driven environments. Excellent team-building skills. Always up for a challenge.

Work Experience

Independent Insurance Agent

Allstate Insurance - Charlottesville, VA

August 2020 to June 2022

I am a licensed insurance agent for several states. I currently hold my property and casualty insurance license. I currently work freelance for them making cold calls and selling insurance policies to customers and leads.

EDUCATIONAL TRAVEL SPECIALIST

WORLDSTRIDES

August 2016 to March 2020

Cold call teachers in a set territory and talk them into taking their middle or high school students on trips

- ◆ Help teachers grow their student group for their trips.
- ◆ Engage the teachers and sell them on this wonderful experience
- ◆ Transition teachers and students into the planning process for their trip.
- ◆ Make 5000 cold calls a year. Convert these cold calls into \$800K in revenue.

DIRECT SUPERVISOR IS KATHY GOOD

MEDICAL LABS

October 2012 to April 2015

434-984-0466

- ◆ Provided excellent customer service to Doctors and Nurses
- ◆ Work with specimens such as body fluids
- ◆ Engaged with other Lab techs to ensure proper distribution for tests.
- ◆ Registration of patients in the computer.
- ◆ Antiquate specimens into different tubes and slides.

B AND AMBULANCE DRIVER

EMT

August 2006 to May 2013

CHIEF: KOSTAS ALBERTAS

- Provide quick and efficient pre-hospital care.
- Keep up with changing protocols and training.
- Keep the trucks well stocked and clean.
- Respond to a wide range of calls for various reasons.
- Keep patient information confidential and respect their privacy.

INDEPENDENT INSURANCE AGENT

AFLAC

June 2011 to February 2012

Provided excellent customer service to customers.

- ◆ Wrote life and health insurance policies
- ◆ Helped file claims and follow up with customer claims
- ◆ Handled medical records and followed HIPPA laws

ADMINISTRATIVE ASSISTANT

KROGER

April 2008 to July 2011

DIRECT SUPERVISOR IS DAVID READ 434-978-1311

- ◆ Handled Employee issues such as Insurance, direct deposit, training, uniforms, information changes, transfers, clock in issues, W2's etc.
- ◆ Conducted interviews and staffed the departments. Conducted drug tests and background checks.
- ◆ Reviewed front end paperwork and made sure no one was stealing and that people were ringing up items correctly.
- ◆ Reading store managers e-mails and scheduling meetings and relaying important information to store manager.
- ◆ In charge of store level recalls.
- ◆ Take a lot of the paperwork stress off the store managers and co managers.
- ◆ Someone the employees could come to with any issues they might have.
- ◆ Chair of the Cultural Council which raised money for charities and kept the moral in the store.

Education

Business / Applied Science

PIEDMONT VIRGINIA COMMUNITY COLLEGE - Charlottesville, VA

Certificate

NATIONAL COLLEGE - Charlottesville, VA

High school diploma or GED

Skills

- Shift Management
- Report Preparation
- Written Correspondence
- General Office Skills

- Computer Savvy
- Sales
- Scheduling
- Training
- Customer Service
- Money handling
- Office Operations
- Recruiting
- HIPAA
- Cold Calling
- EMT Experience
- Laboratory Experience
- Medical Records
- Medical Terminology
- Store Management Experience
- Sales Experience
- Hospital Experience
- Management
- Employee Orientation
- Vital Signs
- Insurance Verification
- Human Resources
- Medical Office Experience
- Interviewing
- Negotiation
- Cashiering
- Payroll
- Microsoft Outlook
- Microsoft Excel

Certifications and Licenses

driver's license

Assessments

Attention to Detail — Highly Proficient

July 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

March 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Sales: Influence & Negotiation — Proficient

July 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [Proficient](#)

Recruiting — Proficient

November 2020

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

Attention to Detail — Familiar

November 2020

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Familiar](#)

Sales Skills — Highly Proficient

July 2020

Influencing and negotiating with customers

Full results: [Highly Proficient](#)

Analyzing Data — Familiar

July 2020

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data

Full results: [Familiar](#)

Work Style: Reliability — Familiar

March 2020

Tendency to be dependable and come to work

Full results: [Familiar](#)

Verbal Communication — Highly Proficient

February 2020

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.