

MÁIA WHITAKER

OBJECTIVE

I am seeking a stable position in a forward thinking organization demonstrating a commitment to excellence and offering opportunities to put my diverse skill to use in a positive environment.

Desired annual salary: \$35,000 – 50,000 (base salary + commission)

QUALIFICATIONS

- Amiable, self-motivated Colorado licensed Property & Casualty Producer – Life Pending
- Detail-oriented problem solver with a sound work ethic
- Proven reputation for reliability and consistently impressive customer service
- Extensive written and verbal communications skills & analytical thinking
- Advanced command of Microsoft Office suite, database & website management
- Tech-savvy and adaptive, multi-tasking team player

EMPLOYMENT

Agency Sales Specialist & Customer Service Representative, American Family Insurance

Promote positive customer interactions and provide friendly, courteous service for clients including policy changes, evidence of insurance requests, receipt & processing of payments as well as investigation of billing questions. Personal & Commercial lines sales generation through a variety of leads, cold calls, social media, policy reviews and community events. Setup and manage agency social media outlets - Facebook, Yelp, Twitter, LinkedIn.

General Manager & Lead Certified Notary Agent, Superior Notary Service

Facilitate the notarization of various document signings, administer oaths and take depositions while ensuring proper execution of documents with keen focus on providing excellent, accurate customer service. Integrated the use of cloud-based, third-party systems to manage and automate receipt of incoming calls, appointment scheduling, payment processing and invoicing customers in fourteen Colorado counties. Designed, developed and maintain company public and internal websites.

Project Coordinator, Paragon Media Strategies

Organized current and pending research projects amongst small office staff and external contracted resources. Directed project meetings with COO, in-house and remote team members. Provided CEO with new music consultation support in advising Paragon Media domestic and international clientele.

Graduate Program Administrator, University of Colorado at Boulder

Managed Chemistry & Biochemistry Department graduate office supporting 175 current graduate students and over 40 faculty members. Compiled statistical data reporting for American Chemical Society and university departments as well as internal department use. Created secure FileMaker Pro database with department IT Manager to improve statistical analysis and simplify faculty access to student and applicant information.

Personnel Coordinator & Event Supervisor, University of Colorado at Boulder

Coordinated campus event parking arrangements including the 1st Annual Colder Boulder, Bolder Boulder, and KBCO July 4th Celebration. Secondary Enforcement Radio Operator communicating with department personnel, CU Police officers, and other dispatchers. In-field Event Supervisor and Payroll Liaison. Interviewed, selected, hired, trained and supervised the Operations Office student support personnel.

EDUCATION

2016	CO Property & Casualty Insurance Training Course CO Life Insurance Training Course
2015	NAIC EDU: Property & Casualty Insurance Mini Course
2005, 2007 & 2009	NNA Notary Signing Agent Certification Training National Notary Association - Superior, CO
2006	Advanced Excel Training: Beyond the Basics Fred Pryor Seminars - Boulder, CO
2005	Commissioned as a Colorado Notary Public
2001	Macromedia UltraDev Dreamweaver 4.0 Certification Training
1989-1992	Theatre BA Candidate, Directing focus Berea College - Berea, KY

REFERENCES

Available upon request