**Daniel Z. Guerra**

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**Education**

**Bachelor of Arts in English**

Texas Lutheran University, Seguin, Texas December 2011

**Skills & Qualifications**

* Excellent communication skills, both verbal and written
* Proficient in Spanish
* Prior work experience in management, customer service, and sales
* Comfortable with working in a fast paced, high pressure environment

**Experience**

**Licensed Insurance Agent** August 2012 - Present

Nationwide

San Antonio, Texas

* Professional insurance agent, licensed and appointed in 40 states
* Responsible for writing new home and auto insurance policies
* Received training in sales, marketing, and underwriting

**Lead Sales Representative** April 2007 – July 2012

Sprint

San Antonio, Texas

* Managed a team of 7 – 12 representatives in retail sales and exceeded personal sales targets
* Ensured proper execution of company initiatives on sales floor
* Other responsibilities included: audit preparation, store schedule preparation and compliance,

 inventory management, reporting to Store General Manager and District Manager

**Operator** December 2006 - April 2007

 Continental Automotive

 Seguin, Texas

* Worked in a team setting to construct quality products
* Maintained a high quality standard by paying close attention to detail

**Retail Sales Representative** October 2004 - November 2006

T-Mobile

Chicago, Illinois

* Balanced corporate responsibilities with the highest level of customer service
* Exceeded sales and key metric goals
* Became proficient in inventory management, (SAP) incident reports, miss-shipment
management, monthly inventory count, merchandising, audit preparation, goods
received/returns/transfers

**Awards & HONORS**

* Customer Service Representative of the Year, Sprint Store 1061, 2008
* Sales Leader, Sprint Store 1061, May – Aug. 2008, Jan. – April 2009, Sept. – Dec. 2009
* President, Sigma Lambda Beta Fraternity 2003-2004
* Project Coordinator and Cultural Awareness Chair, Sigma Lambda Beta, 2003