***VICTORIA A. PEETE***

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*Direct: 773.251.4077*

***EDUCATION AND TRAINING***

***Dudley Beauty College****Chicago, IL*

***Nail Technology Certificate***  *Mar 2008-May 2008*

*Concentration: Nail Technology*

***Lincoln University***

***Bachelor of Art Degree****Jefferson City, MO*

*Concentration: Psychology Aug 2003- May 2007*

***Summary of Skills***

*Experience in sales and exceeding quotas. Proven strengths in customer service, sales and negotiations. Demonstrated skills in marketing, advertising, strategic planning and promoting products. Successful in developing business strategies that attract new customers, and maintain their loyalty. Strong computer skills include: Microsoft Word (Word, Excel, Access, and Power Point). Reputation for excellence and high quality service to customers. Good eye for detail; well organized, skilled in setting priorities. Resourceful and self-confident; can get the job done, and do it well. Strong interpersonal and communication skills. Remain calm and work well under demanding conditions. Proven record of innovative and effective staff development. Licensed health and life insurance agent in five states.*

***PROFESSIONAL EXPERIENCE***

***GoHealth*** *Chicago,IL*

***Benefits Advisor*** *July 2013-Present*

*Answer inbound calls from prospective customers regarding healthcare coverage. Present and sell healthcare products to customers that fit their needs****.*** *Follow all HIPAA regulations. Verify customer information and update systems as needed. Accept payments for first month’s premium and applying subsidy tax as approved by the health insurance marketplace****.*** *Fill out and submit applications for prospect****.*** *Multi system navigation, also handle overflow and follow up calls. Answer questions and help customers understand the affordable care act.* *General office duties and any other duties as needed.*

***United States Postal Service*** *Chicago, IL*

***Casual Mail Handler*** *Jan 2012-Jan 2013*

*Separates and delivers mail for delivery to distribution areas. Dumps mail from sacks, cuts ties, faces letter mail. Carries mail to distributors for processing. Place processed mail into sacks. Separates outgoing bulk mails for dispatch and loads mail onto trucks. Operate cancelling machines. Carry mail from cancelling machine to distribution area. Assists in supply and slip rooms and operates copy machine and related office equipment. Unloads mail from trucks & handles and sacks empty equipment. Inspects empty equipment for mail and restrings sacks. Operate equipment and machinery assigned to the jurisdiction of the Mail Handler.*

***Joven Spa*** *Chicago, IL*

***Nail Technician*** *Jan 2009-Aug 2009*

*Promote and sell retail products. Follow all company procedures and policies. Ensure behavior/personal appearance is clean and professional at all times. Greet clients and perform a consultation prior to treatment. Display safety and sanitation skills. Handle daily spa booking requests. Provide confirmation calls to existing appointments. Clean and organize designated work area following each client and at the end of each business day.*

***Cosmo Designer Direct****Chicago, IL*

***Sales Representative*** *Aug 2006-Nov 2008*

*Provide direct customer services by informing them of products and services. Ensure that customers are directed to the appropriate aisle. Identify sales opportunities and follow up on existing accounts for business development. Create and execute appropriate strategic plans to bring in more business. Make cold calls to prospective clients and inform them about new products and deals. Meet individual and company sales targets. Promote new products to walk-in customers and record orders. Handle and resolve customer complaints. Explain products value and capabilities to customers. Process payments in terms of cash, checks and credit cards. Tally cash with receipts at the end of the shift. Maintain stocks and inventory. Stock shelves with appropriate products and ensure correct price tagging.*

***Chicago Police Department/ Sam Program*** *Chicago, IL*

***Undercover Minor*** *Aug 2003-Mar 2005*

*Served as an undercover minor, reducing the number of licensees who sell alcohol to minors.*