

Mela M. Martinez

Objective

I am a friendly dedicated individual who has ambition to succeed. Although I have extensive experience in the Insurance industry, I love to learn and am always up to a challenge, whatever the situation. If you have been wrestling with a problem of how to build your Agency's profits in this market, my resume will hold interest for you.

Work Experience

2012 – 2017 **Auto Insurance America** **Albuquerque, NM**

NM Operations Manager/Producer

As an operations manager, I was responsible for employee staffing, payroll, maintained 6 locations, employee education, introducing new products & training. NM was the leader in production in the NM, NV regions for 4 years. Attended annual manger meetings to discuss production, commissions, human resources and an overall view of company status.

Work Experience

2008 – 2012 **Woods Insurance** **Farmington/Albuquerque, NM**

Personal Lines CSR/Producer

Worked together with staff to round out current client database by offering other products including Life & Financial Products. Worked as a team with other associates to plan customer appreciation events & production goals.

Work Experience

2004 – 2006 **USI Southwest** **Albuquerque, NM**

Commercial Small Business Producer

Responsible for marketing, field underwriting & servicing small business accounts under \$50,000. Placed Workers Compensation, BOP, Flood, Surety / Fidelity Bonds for various types of small business including but not limited to assigned risk and hard to place accounts.

I am proficient in many insurance systems including Applied, Word, Excel & others. I can navigate with ease many carriers' websites. These include Metlife, Travelers, Progressive, The Hartford, Fireman's Fund, Safeco, NMMCC and many more. I have worked in the "captive arena" including State Farm and Allstate. I have owned by own agency for 8 years.