

J. ALEJANDRO FUENTES

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PROFESSIONAL SUMMARY

Over 14 years of successful experience in management, sales and marketing positions. Living in Venezuela and Europe provided the opportunity to be exposed to different cultural environments. This afforded me the sensibility and aptitude of working with a wide variety of customers.

PROFESSIONAL EXPERIENCE

US BANK

Branch Manager 09-07/Present

- Got quickly promoted from Personal Banker to a Branch Manager position due to integrity and goals achievement and management experience.
- Successfully leading a top-of-the-line sales team through coaching and sales training, affording us to achieve sales goals and expectations.
- Developed detailed tracking system of structuring and restructuring sales and marketing strategies.
- Hire, train and motivate employees with emphasis in sales, customer services and operations.
- Maintain a great deal of detail in the day-to-day operation of the branch.

FARMERS INSURANCE COMPANY

THE FUENTES AGENCY

Insurance Agent. Saukville, WI. 09-05/06-07

- Successfully achieved all goals and expectations by managing the day-to-day operation of the agency
- Create and maintain an effective marketing system.
- Hire, train and motivate an outstanding sales and office team.
- Determine customer's needs for better service.
- Involved in different community events and networking groups to promote Farmers brand and the agency in the area.
- Apply high levels of negotiation educating the customer with the different coverage and products.
- Explain and support the customers through the closing process in a professional manner.
- Won "THE MOST VALUABLE PLAYER" award in the training program among 30 other agents

ASHLEY FURNITURE

Assistant Manager. Milwaukee, WI. 03-04/09-05

- Handle managerial responsibilities in the operation of the store.
- Sales presentations to customers, negotiation of prices, and terms and conditions leading to successful bookings.
- Order entry in the computer system and print sales reports tracking statistics for desirable fields.
- Follow-up on sales orders, making sure the entire process is complete – from the manufacturing of the product, to the scheduling of the delivery and final shipping to the customer.
- Pay close attention to details of processing orders and in fulfilling customers needs.
- Develop the ability to prioritize every situations and problem presented for every customer.
- Bring the customer excellent service, helping them fulfill their needs.
- Constantly achieved company sales goals with superb customer satisfaction.

OFICINA DE SEGUROS FUENTES

President, Margarita Island, Venezuela.

Commercial Insurance office.

04-92/02-04

- ❑ Achieved high levels of negotiation with a wide variety of businesses customers from corporate accounts such as banks and chain stores to small business.
- ❑ Successfully owned and managed the largest commercial insurance agency in the state.
- ❑ Hired, supervised and motivated a team of 7 staff and 4 agents.
- ❑ Commission control for every agent.
- ❑ Statistics of commission, claims, profit sales and goals for every agent.
- ❑ Awarded several travels and insurance conventions to Europe, South and North America.
- ❑ Create a highly efficient and professional database for customer, including customer payments and claims history, different companies for different customers and agents.
- ❑ Integrated marketing strategies for goals achievement in the company including proper advertising, networking plan and referral programs.
- ❑ Developed the ability of determine the right coverage for medium to large business with risk analysis.

EDUCATION AND TRAINING

INSURANCE & SECURITY LICENSES

2005

Property and casualty, health, life, 6 and 63.

ISTITUZIONE DI ASSICURAZIONE

1993

Training in international insurance, based in international shipping insurance. Pescara, Italy.

UNIVERSIDAD JOSE MARIA VARGAS (JMV University)

1992/1993

2 years / Business Administration. Margarita Island, Venezuela.

I.N.C.E.

1991/1992

Training in different insurance fields.

INSTITUTO EDUCACIONAL NUEVA ESPARTA

High School Degree.

1985/1990

COMPUTER KNOWLEDGE

Microsoft Office: Word, Excel, Outlook, Power Point, and Access

LANGUAGES

Fluently: Spanish, English and Italian.

INTERESTS

Family, Travel, Computers, Meeting new cultures and people, World history and Sports.

AFFILIATIONS

Mason Lodge Port Washington. Saukville Chamber of Commerce.

Hispanic Professionals of Greater Milwaukee. Co-founder and former president of B.N.I. (Business Network International) in Saukville chapter.

Member and co-founder of Milwaukee Networking Group.

Member of the 501 networking group in Port Washington.

Vice President of Latino Entrepreneurial Network.

Secretary of Hispanic Entrepreneur of Wisconsin