

**DAVID GARZON**  
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## PROFILE

### Sales

- ▶ Managed activities of five sales representatives. Handled company's largest accounts (Xerox, Texaco, British Petroleum, Mobile, Exxon, Shell)
- ▶ Developed marketing plan for international sales in Central America
- ▶ Made extensive customer contacts in Central America and South America
- ▶ Every year from start-up from \$0 to \$450,000 US increased in annual sales during 10 years

### Operations Management

- ▶ Managed 35 employees in sales, administration and general operations
- ▶ Established and implement policies and procedures in all areas. Interviewed, hired, trained, encouraged and managed staff. Established information systems.
- ▶ Improved customer satisfaction and increased employee productivity with unique incentive plans.
- ▶ Excellent communication skills with employees, investor and funding sources.

### Planning

- ▶ Designed and coordinated systems for production, planning sales, budgeting and inventory management.

### Financial

- ▶ Established policies to open new customer accounts and verify credit applications
- ▶ Customized customer credit forms.
- ▶ Resolved collection problems resulting in improved cash flow.
- ▶ Established budgeting and marketing procedures
- ▶ Experience in fund-raising activities.
- ▶ Experience in establishing and management budgets for several departments
- ▶ **Bilingual Spanish/English**
- ▶ **Permanent Resident**

## EXPERIENCE

**Co-owner and General Manager Best Care Family Health Center. Milwaukee, Wisconsin  
2009 - Current.**

Founded a Pediatrics and Adult clinic

**AAA – Auto Club Group. 07/23/07 – 10/21/09. Insurance Agent. Working in Milwaukee, WI**

**Milwaukee Public Schools. High School Math Teacher. 03/2003 – 07/2007**

**Translation & Teaching Spanish Classes. 07/2002 – current**

**State Farm Insurance Companies. Marketing Sales Specialist . 02/2002 – 07/2002**

Working in our Sales Office in Wauwatosa. Learning all the products. Learning the computer system. Making cold calls. Making appointments. Doing sales in person and by phone (Specially Life Insurance and Financial Products). Implementing a marketing program targeting the Hispanic population.

**American Income Life. Life Insurance Agent. 07/2001 – 02/2002**

In order to sale Life Insurance I have to contact the customer, set-up appointments, explain the program, make the sale and get referrals.

**Mortgage loan Originator. Landmark Credit Union. 06/2000 – 05/2001**

Responsible for reaching customers in person and by phone to offer them our different kind of mortgage loan programs. Direct contact with customers and Realtors in the loan process, pre - approvals, applications and insurance information.

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**Contact Manager. AB Data Ltd. 05/99 – 06/2000**

Managing outreach program to identify potential beneficiaries of Holocaust Survivor's International Settlement on Swiss Banks and Unpaid Insurance Claims. Responsible for managing the communication with more than 300 Latin American Organizations and their members. Responsible for translating written communication and training programs. Intensive use of computer database software.

**Supervisor. Electronic Printing Systems. 22-07/98 – 05-04/99.**

Learned all the procedures that the finishing area has to handle to be successful in its work. Set up and operated different types of machines such as folder insert and label. Learned about the zip codes, how to sort mail and handle the inventory.

**Co-owner and General Manager SERVICOPIAS IMPRESORES LTDA., Bogota Colombia, South America. 1983- 1997.**

Founded and grew full service printing firm for magazines, catalogs, books, annual reports, brochures and other corporate materials

**EDUCATION**

<b>Master's Degree in Marketing,</b> Universidad de los Andes. Bogota, Colombia	1992 to 1994
<b>Business Management Development.</b> Inalde. Bogotá, Colombia	1988 to 1989
<b>Bachelor Degree in Economics.</b> Universidad Externado de Colombia. Bogota, Colombia	1979 to 1984

**ADDITIONAL TRAINING**

<b>Master in Arts and Foreign Languages &amp; Literature.</b> UWM Milwaukee	06/05
<b>Interpretation in Court</b>	05/04
<b>Medical Interpretation</b>	04/04
<b>Courses for my P&amp;C, Life &amp; health insurance license.</b>	06/2001 – 07/2001
<b>Proficiency in the use of computers.</b>	