

# Michele R. Angelini

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*"Be the change you wish to see in the world"*  
- Mahatma Ghandi

## Professional Experience

### **Scott's Seafood – Walnut Creek, Ca**

*Feb 2016*  
(2012 – ~~present~~)

**Head Dining Room Wait Staff** – Part-time position in completion of my education

- Consulting with management in decision making for staff progression and restaurant improvement
- Capably conducting multiple priorities simultaneously in a fast paced environment
- Skilled service trainer with efficient work habits and portraying a positive team oriented outlook

### **American Income Life – Santa Rosa, Ca**

(2010 – 2013)

**Sales Agent**– Individual insurance provider to unions and private associations

- Licensed to sell life and health benefits in the states of Virginia, North Carolina and West Virginia
- Assessing clients' needs and recommending policy additions and revisions
- Responsible for expanding customer base and generating new clients
- Organizational coordination of each clients' group benefits, follow-ups, scheduling and resources
- Creatively solving company and client issues in a time sensitive environment
- Commission-based position requiring self-discipline, confidence, drive and a positive attitude
- Trained and supervised new sales associates

### **Recognitions and Awards**

- Exceeding client retention targets due to superior client satisfaction (88% Retention rate)
- Consistently surpassed targeted weekly sales goals (Ranked top 10% of sales force in 2011)

### **La Porta's Restaurant – Alexandria, VA**

(2009 – 2012)

**Head Dining Room Wait Staff** – Supplemented income while building professional sales career

- Well-developed understanding of the level of attention and responsiveness that an upscale clientele requires
- Adapting to new styles of managing with multiple independent owners and their personal preferences

## Education

### **Masters of Arts in Consciousness and Transformative Studies**

(June 2015)

John F. Kennedy University—Pleasant Hill, California

### **Bachelor of Science in Psychology**

(May 2009)

The College at Brockport – State University of New York – Brockport, NY

- Studied abroad in Salamanca, Spain