

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

(2012 – present)

Feb 2016

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