

# Athena Frangides

## Account Sales Manager

Campbell, CA - Email me on Indeed: [indeed.com/r/Athena-Frangides/33934609c604b9c6](https://www.indeed.com/r/Athena-Frangides/33934609c604b9c6)

Desire fast pace environment for energetic, positive, conscientious individual with exceptional communication (oral and written) and interpersonal skills. Ability to multi task, delegate and prioritize. Proven track record of taking ownership, team leading and driving results. Experience with Microsoft Office, Outlook and Excel. Authorized to work in the US for any employer

## WORK EXPERIENCE

### IT Marketing Specialist

Tru Technical Partners - Campbell, CA - July 2015 to Present

#### Responsibilities

Marketing B2B applying extensive 14 years of marketing and sales to include effective emails as a starting point via excellent writing skills. Making a plethora of calls, utilizing CRM and gaining daily new IT insights from webinars to include in selling strategies to develop innovative solutions involving tools, solution components, financial expertise and management of the project. Team leading to analyze complex projects with CEO.

#### Accomplishments

Using conscientious and energetic work ethic, tenacity, and quest to learn. Accomplish target performance objectives with numerous appointments for CEO resulting in accepted proposals.

### Life and Health Insurance Agent

Health Markets - San Jose, CA - January 2013 to Present

Marketing business to business, prospecting to businesses, arranging to meet with principals to provide insurance for employees, offer financial planning and annuities. Utilized various marketing strategies including cold calling, internet research for direct and indirect referrals, networking events and harvested warm market.

- > Increased sales year after year 8%.
- > Spearheaded all events from concept to execution for over 200 attendees.
- > Quarterly increased clientele by 10% using marketing techniques.
- > Established target marketing strategies to drive group health sales activities

### Marketing Associate/ Financial Planner

Premier Financial Alliance - Milpitas, CA - July 2012 to January 2013

Expert telemarketing -calling warm and cold leads, prospecting, appointment setting, presenting portfolio of products with illustrations and providing insurance quotes. Completed needs analysis for each client, projected budgets, utilized future cash value charts and recommended products to meet client goals. Collaborated with sales team and field marketing directors to issue proposals.

- > Identified, evaluated, implemented and directed additional sales networks and channels to increase market reach and penetration
- > Exceeded sales goals and expectations by 18%.
- > Consistently achieved or exceeded all objectives for new sales production and the retention of existing accounts

### Senior Associate

World Financial Group - San Jose, CA - January 2010 to July 2012

Seeking new business via cold calling, face to face visits, networking, direct marketing presentations and utilized book of business to increase market share.

- > Successfully increased new business and retained with customers, increased new sales by 45%
- > Closed 8.8M in transactions including active money management investments; achieved monthly goals
- > Created and established relationships with accountants, attorneys, and tax preparers to increase client referrals
- > Recruited a team of 8 to duplicate business success model with exceptional team leadership

### **Loss Mitigation Specialist**

The Loss Mitigation Services - Cupertino, CA - June 2008 to January 2010

Originated home loan modifications using established book of business. Marketed new loan programs to assist home owners with new products targeted at reducing interest rates and principle balances to retain home ownership. Implemented processes to reduce property and financial losses while monitoring progress of loan modification approval. Worked with asset managers to resolve financial losses.

- > Originated 25 loan modifications per month exceeding all other sales team members
- > Received bonuses, incentives and promotional perks due to high volume

### **Home Mortgage Consultant**

Wells Fargo Home Mortgage - Capitola, CA - October 2007 to June 2008

Managed loan processing, assisted customers with financials, advised of best possible products and services. Maintained open communication throughout the loan process and corresponded with all parties involved, constantly updating consumers on progress of transaction. Organized and directed informational presentations educating company staff on new loan programs and incentives.

- > Successfully interpreted new loan programs and trained all staff members on qualifications for new products
- > Presented new loan programs to over 100 clients/staff per month via group and individual presentations
- > Closed equity lines and first mortgages always in the top 3 producers

### **Senior Home Loan Consultant**

Washington Mutual Home Loans - Santa Cruz, CA - September 1999 to October 2007

Independently established a large client base by implementing innovative marketing strategies. Assisted clients to facilitate correction of credit deficiencies to qualify for loans. Worked over 10 hours per day 7 days a week to meet and exceed client expectations to process loans quickly and accurately.

- > Successfully funded and managed 36M in home loans per year
- > Achieved award winning tiers on an annual basis
- > Annual income was within the top 10 for Loan Consultants

## **EDUCATION**

### **Business Administration**

West Valley College - Saratoga, CA

## **SKILLS**

Microsoft Word (10+ years), Microsoft Office (5 years), Excel And Powerpoint (4 years), Outlook (8 years)

## **AWARDS**

### **Tier Gold, Silver and Bronze**

September 2006

Achieved annual goals reaching tiers of Gold, Silver and Bronze for the most months in the years 2005, 2006 and 2007 while working in the Home Loan Industry at Washington Mutual

#### CERTIFICATIONS/LICENSES

##### **Life and Health Insurance License**

April 2010 to April 2018

Also took exam in December 2014 for Property and Casualty and passed it. Will complete application for license number.

#### GROUPS

##### **Daughters of Penelope**

June 2015 to Present

Charity works and assist the less fortunate by offering raised funds and make personal efforts and strides within the community.



Name Athena Frangides  
Score 23 / 35

## Servers Test

### Multiple Choice

23/35 = 66%

- 1) Food is served on what side with what hand?  
☒ a) On the left side with the left hand  
☐ b) On the left side with the right hand  
☐ c) On the right side with the left hand  
☐ d) On the right side with the right hand
- 2) Drinks are served on what side with what hand?  
☒ a) On the left side with the left hand  
☐ b) On the left side with the right hand  
☐ c) On the right side with the left hand  
☐ d) On the right side with the right hand
- 3) Food and drinks are removed on what side with what hand?  
☐ a) On the left side with the left hand  
☐ b) On the left side with the right hand  
☐ c) On the right side with the left hand  
☒ d) On the right side with the right hand
- 4) What part of a glass should you handle at all times?  
☒ a) The stem  
☐ b) The widest part of the glass  
☐ c) The top
- 5) When you are setting a dining room how should you set up your tablecloths?  
☐ a) Neatly and evenly across the tables  
☐ b) The creases should all be going in the same directions  
☐ c) The chairs should be centered and gently touching the table cloth  
☒ d) All of the above
- 6) If you bring the wrong entrée to a guest what should you do?  
☐ a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn  
☐ b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served  
☐ c) Try to convince the guests to eat what you brought them  
☒ d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

### Match the Correct Vocabulary

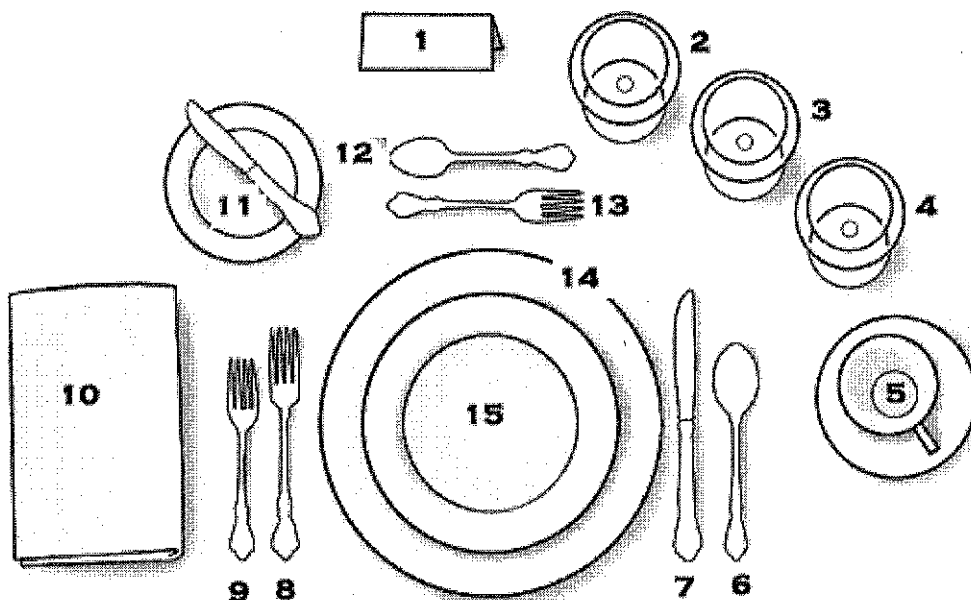
- |          |                 |   |
|----------|-----------------|---|
| <u>D</u> | Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> | Queen Mary      | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> | Chaffing Dish   | C. Used to hold a large tray on the dining floor  |
| <u>B</u> | French Passing  | D. Area for dirty dishware and glasses  |
| <u>G</u> | Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> | Corkscrew       | F. Used to open bottles of wine   |
| <u>C</u> | Tray Jack       | G. Style of dining in which the courses come out one at a time  |

-5

Name Althea

**Servers Test**

Score / 35



**Match the Number to the Correct Vocabulary**

- |           |                       |           |                              |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin                | <u>8</u>  | Dinner Fork                  |
| <u>11</u> | Bread Plate and Knife | <u>5</u>  | Tea or Coffee Cup and Saucer |
| <u>1</u>  | Name Place Card       | <u>7</u>  | Dinner Knife                 |
| <u>12</u> | Teaspoon              | <u>2</u>  | Wine Glass (Red)             |
| <u>13</u> | Dessert Fork          | <u>9</u>  | Salad Fork                   |
| <u>6</u>  | Soup Spoon            | <u>14</u> | Service Plate                |
| <u>15</u> | Salad Plate           | <u>3</u>  | Wine Glass (White)           |
| <u>4</u>  | Water Glass           |           |                              |

**Fill in the Blank**

1. The utensils are placed 1/2" one inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? A Saucer cream & sugar
3. Synchronized service is when: a full course dinner. all plates served at the same time
4. What is generally indicated on the name placard other than the name? meal choice
5. The Protein on a plate is typically served at what hour on the clock? 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Alert Staff - Note it on Point of Service  
(Chef)

14/15 = 93

1) A roll of quarters is worth?

- a) \$5.00
- ☒ b) \$10.00
- c) \$15.00
- d) \$20.00

2) A roll of dimes is worth?

- ☒ a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- ☒ d) \$2.00

4) A roll of pennies is worth?

- ☒ a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- ☒ c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city SF = 8.75%, SJ = 8.63%, SAC = 8.00%?

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- ☒ c) \$7.06
- d) \$5.06

$$\begin{array}{r} 1.25 \\ 0.90 \\ 0.79 \\ \hline 2.94 \end{array} \quad \begin{array}{r} 10.00 \\ 2.94 \\ \hline 7.06 \end{array}$$

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- ☒ b) \$14.50
- c) \$9.50
- d) \$4.50

$$\begin{array}{r} 10.50 \\ 10.50 \\ \hline 21.00 \end{array} \quad \begin{array}{r} 7.25 \\ 7.25 \\ \hline 14.50 \end{array} \quad \begin{array}{r} 50.00 \\ 21.00 \\ 14.50 \\ \hline 14.50 \end{array}$$

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- ☒ d) \$12.00

$$\begin{array}{r} 4.25 \\ 3.75 \\ \hline 8.00 \end{array} \quad \begin{array}{r} 20.00 \\ 8.00 \\ \hline 12.00 \end{array}$$

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- ☒ a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

$$\begin{array}{r} 3.75 \\ 3.75 \\ \hline 7.50 \end{array} \quad \begin{array}{r} 1.25 \\ 1.25 \\ \hline 2.50 \end{array} \quad \begin{array}{r} 2.50 \\ 2.50 \\ \hline 5.00 \end{array} \quad \begin{array}{r} 3.25 \\ 3.25 \\ \hline 6.50 \end{array} \quad \begin{array}{r} 78.50 \\ 7.50 \\ 2.50 \\ 5.00 \\ 6.50 \\ \hline 78.50 \end{array}$$





11) Counterfeit pens should be used on which three denominations?

- ☒ a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

12) How many times should you count change when giving it to the customer?

- ☒ a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases?

21

14) What are the acceptable forms of ID for alcohol purchases?

Drivers Lic and Passport  
Dept of Motor Vehicles Identification Card

15) How many \$20 bills are in a bank band?

5 100

- 1



**NOTICE TO EMPLOYEE***Labor Code section 2810.5***EMPLOYEE**Employee Name: Athena FrangidesStart Date: 2/13/17**EMPLOYER**Legal Name of Hiring Employer: S.E ScherIs hiring employer a staffing agency/business (e.g., Temporary Services Agency; Employee Leasing Company; or Professional Employer Organization [PEO])? ☐ Yes ☐ No

Other Names Hiring Employer is "doing business as" (if applicable):

Acrobat Outsourcing

Physical Address of Hiring Employer's Main Office:

665 Third St. Suite 415, San Francisco, CA. 94107

Hiring Employer's Mailing Address (if different than above):

Hiring Employer's Telephone Number: 415-431-8826

If the hiring employer is a staffing agency/business (above box checked "Yes"), the following is the other entity for whom this employee will perform work:

Name: \_\_\_\_\_

Physical Address of Main Office: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

**WAGE INFORMATION**Rate(s) of Pay: \$15.00 Overtime Rate(s) of Pay: \$22.50Rate by (check box): ☒ Hour ☐ Shift ☐ Day ☐ Week ☐ Salary ☐ Piece rate ☐ Commission☐ Other (provide specifics): \_\_\_\_\_Does a written agreement exist providing the rate(s) of pay? (check box) ☒ Yes ☐ NoIf yes, are all rate(s) of pay and bases thereof contained in that written agreement? ☐ Yes ☐ No

Allowances, if any, claimed as part of minimum wage (including meal or lodging allowances):

(If the employee has signed the acknowledgment of receipt below, it does not constitute a "voluntary written agreement" as required under the law between the employer and employee in order to credit any meals or lodging against the minimum wage. Any such voluntary written agreement must be evidenced by a separate document.)

Regular Payday: FRIDAY

## WORKERS' COMPENSATION

Insurance Carrier's Name: Integro USA Inc. dba Integro Insurance Brokers

Address: 1 State Street Plaza, 9<sup>th</sup> floor, New York, NY. 10004

Telephone Number: 212-295-5440

Policy No.: LDC4042609 AOS

☐ Self-Insured (Labor Code 3700) and Certificate Number for Consent to Self-Insure: \_\_\_\_\_

## PAID SICK LEAVE

Unless exempt, the employee identified on this notice is entitled to minimum requirements for paid sick leave under state law which provides that an employee:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
  1. requesting or using accrued sick days;
  2. attempting to exercise the right to use accrued paid sick days;
  3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
  4. cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

The following applies to the employee identified on this notice: *(Check one box)*

- ☒ 1. Accrues paid sick leave only pursuant to the minimum requirements stated in Labor Code §245 et seq. with no other employer policy providing additional or different terms for accrual and use of paid sick leave.
- ☐ 2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.
- ☐ 3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.
- ☐ 4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): \_\_\_\_\_

## ACKNOWLEDGEMENT OF RECEIPT

*(Optional)*

Erika Komatsu

(PRINT NAME of Employer representative)

(SIGNATURE of Employer Representative)

(Date)

Athea Frangides

(PRINT NAME of Employee)

(SIGNATURE of Employee)

(Date)

The employee's signature on this notice merely constitutes acknowledgement of receipt.

Labor Code section 2810.5(b) requires that the employer notify you in writing of any changes to the information set forth in this Notice within seven calendar days after the time of the changes, unless one of the following applies: (a) All changes are reflected on a timely wage statement furnished in accordance with Labor Code section 226; (b) Notice of all changes is provided in another writing required by law within seven days of the changes.