

# **WENDY SYKES**

8231 OLD RANCH RD, CITRUS HEIGHTS, CA 95610

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## **SUMMARY**

Licensed property casualty agent and customer service specialist with extensive experience and exceptional people skills. Experienced in data entry, marketing and sales. Action-oriented, resourceful, independent and versatile with the ability to communicate effectively with any audience.

## **EXPERIENCE**

**Agency Producer and Customer Service Specialist** 12/2015 to Present

**R. Postell Insurance and Financial Service Agent A Farmers Agency** - Granite Bay, CA

- CA licensed property and casualty agent. Fema Flood certified.
- Servicing existing accounts and developing new accounts.
- Generating new leads through various sources (client referrals, community events, social media marketing, etc.).
- Service existing book of Personal Lines and Commercial business, as assigned or needed. Review all renewals within established guidelines, review changes as needed with clients.
- Assisting clients with submitting claims.

**Appraiser and Cataloger**

08/2014 to 12/2015

**Cataloger** - Rancho Cordova, CA

- Writing descriptions and deciding on the most appropriate grouping, display, starting bids, price ranges, and sale order of items in an auction.
- Entering data using Live Auctioneers on line software.
- Identifying and cleaning auction merchandise, authenticating items and determining the estimated value of worth.

**Antique Sales and Refinishing**

10/2012 to 12/2015

**Wendy's Junkntherunk** - Citrus Heights, CA

- Small business owner of [Wendysjunkntherunk.com](http://Wendysjunkntherunk.com).
- A shabby chic style antique furniture and décor sales and furniture refinishing business.

- Selling mostly at local Antique fairs monthly.
- Adept in locating and appraising antique furniture for resale and refinishing furniture in a shabby chic style for resale and custom refinishing at client request.

**Customer Service Representative**

07/2007 to 09/2012

**Ehealthinsurance.com - Rancho Cordova, CA**

- Experienced in responding to telephone inquiries from the public, doctors, clients and groups.
- Check status of applications in process and assist with complaints and escalated calls.
- Data entry for each call using Windows based program.

**Program Counselor**

03/2005 to 05/2006

**Center Pointe - Represa, CA**

- Provided direct substance abuse services to participants in the prison custody Therapeutic Community.
- Facilitated group and individual sessions using therapeutic techniques.
- Worked with inmate clients to develop individual treatment plans, and managed inmate work assignments.
- Compiled and maintained accurate confidential records on social, legal and personal histories of clients.

**EDUCATION****Kaplan Financial Online University**

Apr 2016

**CA Property and Casualty License course:****CAARR Institute, Butte College, American River College**

May 2005

Sacramento, CA