

# Olivia Wojciechowski

## Health Insurance Agent (Entry-Level)

Orlando · Florida · US

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## Summary

Enthusiastic, customer-focused professional with 12 years of experience in retail, pharmacy support, and call-center environments. Proven track record of exceeding sales targets, handling high-volume transactions, and building rapport with diverse clientele. Currently completing the required Florida Health & Life Insurance license and eager to apply strong communication, analytical, and sales-generation skills to a health insurance agent role.

## Experience

### Independent Insurance Agency — Orlando, FL

Insurance Sales Representative (Entry Level) | Apr 2022 – Present

Engaged prospective clients using prequalified in-house leads; converted 48 % of leads into policies within the first six months. Conducted needs assessment calls, presented health, life, and annuity options, and prepared quotes under supervision of licensed agents. Maintaining a 95 % satisfaction rating on post-interaction surveys (internal metric). Completed the required prelicensing coursework; Florida Health & Life Insurance License – Pending (expected Q2 2025). Collaborated with senior agents to develop brief product summary sheets for new promotions.

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### NaturWell Health & Wellness Store — Orlando, FL

Sales Associate – Health & Wellness Department | Jun 2019 – Mar 2022

Managed daily sales floor for vitamins, supplements, and OTC medical devices; achieved a 15 % YoY sales increase (2020). Provided product education to customers, resulting in a 20 % upsell rate on complementary items. Processed point-of-sale transactions, handled cash and credit reconciliations, and performed weekly inventory audits. Recognized as “Employee of the Month” three times for outstanding customer feedback and sales performance.

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### TeleConnect Solutions — Remote (Florida)

Customer Service Representative (Call Center) | Jan 2016 – May 2019

Responded to an average of 80 inbound calls per shift for a national telecom client, resolving billing and service issues. Utilized an auto-dialer and CRM to log interactions, achieving a 92 % first-call resolution rate. Trained new hires on call etiquette and system navigation (peer-led 2-week onboarding module).

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### CVS Pharmacy — Orlando, FL

Pharmacy Clerk (Part-Time) | May 2014 – Dec 2015

Assisted pharmacists with prescription intake, data entry, and inventory stocking in a busy retail pharmacy. Handled cash transactions, operated the POS system, and maintained compliance with basic HIPAA privacy guidelines. Provided friendly front-counter service, helping customers locate over-the-counter health products.

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### Target Corporation — Orlando, FL

Retail Sales Associate | Aug 2012 – Apr 2014

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### **Career Gap – COVID-19 Pandemic**

Temporary layoff while the health/wellness store reduced staff; utilized period for self-studying insurance fundamentals and completing online customer service certification. | Jul 2020 – Sep 2020

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### **Education & Training**

#### **Bachelor of Science, Business Administration**

University of Central Florida

– May 2012

## Skills

Customer■Facing, Administrative / Technical,  
Additional Strengths

## Languages

### English | – Present

Native speaker

### Polish | – Present

Fluent

## Certifications

### Florida Health & Life Insurance License – Pending (anticipated Q2 2025) | 2025-02

State of Florida

### Certified Customer Service Professional (CCSP) – In Progress (expected completion Q4 2025) | 2025-10

CCSP Institute

## Awards

**\$50,000 in new policy sales within the first six  
months at the Independent Insurance Agency.  
| – Present**

**15 % YoY sales growth at NaturWell Health &  
Wellness Store (2020). | – Present**

**Employee of the Month (three separate  
occasions) for top customer satisfaction  
scores. | – Present**

**Maintained 95 % post■interaction satisfaction  
rating in current insurance role. | – Present**

## Interests

**Long■distance running, travel photography,  
and community gardening | – Present**

## References

**Available upon request**