

## Carolyn F. West

### QUALIFICATIONS SUMMARY

- Self confident and poised in interactions across all business hierarchies: A persuasive communicator and assertive negotiator with strong deal closing abilities.
- Excellent communication, public relation and presentation skills.
- Energetic, detail oriented and goal focused with solid qualifications in large account management and customer relationship building.

### EMPLOYMENT EXPERIENCE:

#### **Trial Consulting Associate- Dallas, TX- 2000-Present**

##### **Contract Per Project**

- Involved in Focus Groups, Mock Trials, Jury Selection, Witness Training, Shadow Jury, and Trial Monitoring Nationwide in Federal and State Court.
- Recruiting the jurors for All Research Project and Shadow Jurys.
- Planning event with Hotels across the country.
- Preparation of Demographic analysis of Districts and County Courts

#### **Independent Agent, Dallas, TX**

**May 2015-Present**

##### **Outside Sales**

Specializing in Medicare Advantage, Supplemental and Part D for Seniors. Currently licensed and appointed with all major companies in the DFW area.

#### **United Labs, Dallas, TX**

**May 2013-May 2015**

##### **Outside Sales**

New Business Development, Hunter Mentality, Service and Manage a client base of Hospitality , Healthcare and Manufacturing with goal of Client Retention and Referrals.

- Travel to customer sites in the Dallas / Fort Worth to sale and service customers
- Manage business needs of client base, negotiate contracts and maintain customer service of account.
- Utilize effective cold calling and sales techniques to build account base in territory.

#### **ATT-Yellowpages**

**Dallas, TX, 2009-January 2012**

##### **Inside /Outside Telephone Sales**

- Contact assigned Yellowpage advertisers. Renew and upgrade their presence in the Yellow Pages and on Yellowpages.com. Present suite of Products to client.
- Work with Client in upgrading art work. Process all paperwork necessary in a timely manner.
- Research to find best presence and placement for client in the book and on the internet.
- Cold Call on non-advertisers and find new client by reseaching the internet.

#### **Voxcom Payment Systems**

**Dallas, TX 2006 –October 2009**

##### **Sales Representative**

- Develop, manage and service over three hundred accounts, within twenty-five different industries with yearly revenue of \$3M.
- Travel to customer sites in the Dallas / Fort Worth area to promote the sale of credit card processing and equipment.
- Manage business needs of client base, negotiate contracts and maintain customer service of account.
- Utilize effective cold calling and sales techniques to build account base in territory.

**Heartland Payment Systems.**  
**Sales Representative**

**Dallas, Texas-2000-2006**

- Successful in developing exceptional business relationships and obtaining excellent referrals.
- Develop and maintain relationships with accounts ranging from \$50,000-\$22 million in Dallas / Fort Worth.
- Built account base consisting of small businesses, dot coms and large corporations.
- Assisted district manager with problem solving on key accounts as well as providing customer support for local area.

**EDUCATION**

**University of Arkansas**

Bachelor of Science in Accounting

**Southern Methodist University-** Master Graduate Program- Crisis and Dispute Resolution (In progress)

**Independent Insurance Agent Current License is active in Texas, Oklahoma, New Mexico and Colorado  
Dallas, TX -January 2012-Present**

Specializing in Health and Life. Appointed with many major insurance providers. Products Include Medicare Advantage, Supplemental to Medicare, Part D Prescriptions, Index Universal Life, Annuities and Final Exp

**LICENSE:**

State of Texas, Colorado, Oklahoma, New Mexico

General Lines, Health, Life and Accident

**CREDENTIAL MEDIATOR**

Dispute Resolution

40 Hour Basic Mediation

30 Hour Family Law Mediation

4 Hour State Required Family Violence