

Kayla Rosano

Sales & Management

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Authorized to work in the US for any employer

Work Experience

Insurance Agent

Allstate Insurance, Personal Lines-Tucson, AZ

February 2024 to Present

- responsible for the implementation of various sales processes, adapting to the customers needs to build rapport, trust and a strong partnership
- attracting and generating new Allstate customers in support of Allstate's profitable growth goals
- Develop centers of influence to generate referrals through networking in the community
- Develop and execute strategic marketing and prospecting plans to sell new business and retain existing business
- Regularly and routinely make most sales out in the community through in person meetings with potential customers, either at community events or at an establishment of the customer's choice, utilizing portable technology to bind Allstate policies from the field
- Plan, implement and manage processes to achieve customer satisfaction, sales growth goals and targets

Real Estate Agent

My Home Group-Tucson, AZ

February 2019 to Present

- Mastered online lead conversion
- Work new leads that were generated
- Manage leads in CRM database.
- Build rapport with the buyer/seller, overcome objections and negotiate the contract.
- Showing properties and working with residential buyers.
- Consistently network and market to prospect for new customers
- Give buyer/seller an overview of current market conditions and projections.

Sales Associate

Intuit-Tucson, AZ

August 2019 to October 2020

- Consulted with existing and new accounting professionals to help them identify needs and purchase appropriate Intuit solutions for their firms
- Sold through accountants by recommending solutions across the portfolio for small businesses up to mid-market-sized businesses
- Generated quality and high value leads to partner teams
- Developed proficiency and knowledge of Intuit solutions with the ability to clearly communicate appropriate recommendations to address customer needs
- Interacted with external and internal customers in a professional and ethical manner

- Demonstrated proficiency in using all appropriate systems, tools, and processes
- Delivered high-quality customer experiences
- Employed a defined sales methodology to consult prospects and customers on solutions
- Prioritized work time to optimize customer interaction, sales, and self-development

Office Manager/Job Coach

Encourage Arizona, LLC-Tucson, AZ

February 2014 to February 2019

- * Answering phones, directing calls to proper employees in office, taking messages, answering questions/concerns of clients or Counselor's
- * Assisting disabled clients in various employment services: Life skills, bus training, employable skills, obtaining employment, etc.
- * Data Entry, keeping track of time sheets for each client's billing time, and monthly progress reports
- * Management, and admin responsibility: progress staffing, training employees, administrative paperwork, record keeping, and general bookkeeping
- * Various faxing, copying, and emailing for all office staff

Mortgage Loan Processor

Citibank N.A-Tucson, AZ

January 2013 to February 2014

- * Collect, review, process and prepare documents for Underwriting review and approval
- * Ongoing client relations including managing expectations on all aspects of pending loan
- * Upon approval, scheduling the closing with the customers and applicable vendors
- * Work with the team, as well as other departments and companies, to ensure the loan is closed properly and in a timely manner
- * Follow government rules and regulations to ensure loans are sellable and buyable by Fannie Mae and Freddie Mac Guidelines
- * Concurrently worked on up to 30 loans and managed multiple timelines

Sales Representative

Parts Department, Sears Holding Corp-Tucson, AZ

January 2012 to January 2013

- * Being the Trusted Advisor to the customer over the phone using a pleasant and friendly tone
- * Using discovery questions to assist the customer in identifying needs
- * Selling and up selling promotional products based on each customer's specific needs
- * Deescalating angry customers, resolving previous issues which caused dissatisfaction
- * Ensuring all customers needs are well taken care of in accordance to the call, making sure the customer returns based on great service and products received

Customer Service Representative, DRS Services

Arizona, Inc-Tucson, AZ

August 2010 to January 2012

- * Contacting patients for multiple offices, communicating their status and scheduling actual appointments based on individual office open availability
- * Completing all necessary account appointment paperwork-based scheduling appointments including detailed notes and follow up faxes to individual offices
- * Conducting appointment confirmation reminder calls

Education

Bachelor's in Business program

Penn Foster College - Foster, PA

Present

General Education Diploma

Phoenix Community College

2007

Professional license in Real Estate

Arizona Department of Real Estate - Tucson, AZ

Skills

- Ms office
- Upselling
- CRM Software
- Marketing
- Customer service
- Office management
- Marketing
- Sales
- Negotiation
- CRM software
- Computer networking
- Research
- Presentation skills

Certifications and Licenses

Real Estate License

Additional Information

Computer Skills

MS Office, all aspects of online research, shopping and online communications

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