

# **JOLEEN ELIZABETH DANLEY**

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Hot Springs, AR 71913  
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## **Summary of Qualifications**

- Four years of direct sales and marketing experience
- Excellent time management skills
- Two years experience conducting seminars, including the development and presentation of a detailed program
- Ability to coordinate and manage multiple assignments and projects in a fast-paced and politically charged environment using excellent judgment and political astuteness
- Strong interpersonal skills with a proven ability to work both collaboratively and independently without supervision
- Skilled using all Microsoft Office Products (Word, Excel, PowerPoint, Access, Outlook), ACT, and all Internet browsers
- Excellent interpersonal, organizational, and communication skills
- Outgoing, magnetic personality and extremely creative and flexible
- Able to present to large groups with ease and professionalism

## **Education & Licenses**

**Bachelor of Business Administration in Finance**  
Henderson State University, Arkadelphia, AR  
Expected Graduation Date: December 2010  
**G.P.A.: 3.5**

**Bachelor of Science in Education**  
Graduation Date: May 2003  
**G.P.A.: 3.4**

- Area of licensure Middle School Math and Science

**Current Arkansas Insurance License**  
Life and Health

## **Professional Experience**

July 2008-Present

### **Server/Headwait**

- Outback Steakhouse, Hot Springs, AR
- Provided excellent customer service
  - Conducted checkouts at the end of the night, which included collecting the nightly sales of each of the servers
  - Calculated the nightly deposit, making sure all the credit card receipts added up correctly, and entered in all the comps for the night.
  - Entered the nightly sales report

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August 2006 – July 2008

May 2004 – July 2005

### **Insurance Sales Representative**

First Financial of Arkansas, Hot Springs, AR

- Developed educational programs with unique concepts and ideas to educate public on home equity retirement planning
- Designed, edited, and distributed brochures, booklets, and other promotional materials
- Developed and administered budget for public educational programs
- Conducted one-on-one interviews with clients to assess their needs and goals
- Designed plans for increasing retirement income and reducing taxes
- Implemented plans for insurance, completed paperwork and ordered relevant tests
- Created a system of accountability for both the clients and the firm to make sure everyone stays on track to success
- Attended professional conferences for insurance professionals
- Helped clients decide which Medicare program would save them the most money
- Concentrated on Medicare prescription drug plans, Medicare Advantage plans, and Medicare supplements

July 2005 – August 2006

### **Insurance Sales Representative**

Humana, Hot Springs, AR

- Conducted educational programs to teach seniors about the new Medicare prescription drug program
- Manned a workstation inside Wal-Mart stores to help people decide which drug program would save them the greatest amount of money over the course of the year
- Met and exceeded sales goals, top 5% of Little Rock area sales force
- Handled customer service problems directly with the company to ensure client satisfaction
- Worked directly with pharmacists to help Medicare participants get their prescription drug plans working correctly

August 2003 – May 2004

### **Executive Assistant**

Arkansas Osteopathic Medical Association, Little Rock, AR

- Designed, edited, and distributed brochures, booklets, Web site, and other promotional materials
- Updated database, filed, faxed, answered phones, and other office duties