

MITZI J HERNANDEZ

INDEPENDENT INSURANCE AGENT

(513) 400-9540 ■ mitzi_hernandez@us.aflac.com ■ Hamilton, OH 45011

PROFESSIONAL SUMMARY

Hard-working professional with experience in management, sales, leadership and communication. Detail-oriented in problem-solving and planning. Specialize in assisting small businesses to enhance their benefits package. Create plans that improve employee productivity and attain/retain talent. Frequently praised for work ethic and fast response.

EXPERIENCE

- **INDEPENDENT INSURANCE AGENT** AFLAC
Cincinnati, OHIO

January 2021 - Present

- Customize insurance programs to suit individual customers and group accounts.
 - Explain features, advantages and premiums of various policies.
 - Sell insurance policies to businesses and individuals including accident, life, hospital, short term disability, and specialized policies, such as critical care and cancer.
 - Call on policyholders to deliver and explain policy, to analyze insurance program and suggest additions and changes and to change beneficiaries.
- **ONSITE MANAGER** Feintool Manufacturing
Blue Ash, OH

January 2010 - December 2020

- Led and directed team members on effective methods, operations, and procedures
 - Conducted monthly meetings to create business plans to drive successful monthly business.
 - Minimized staff turnover through appropriate selection, orientation and training.
 - Developed training modules and documentation to train staff.
 - Oversaw personnel to maintain adequate staffing and minimize overtime.
 - Reviewed time sheets, work charts, wage computation and other information to detect and reconcile payroll discrepancies.

EDUCATION

- **BACHELORS IN SCIENCE COMMERCE IN SMALL BUSINESS CANDIDATE**
Miami University, Oxford, OHIO

GPA 4.00
Expected Graduation May 2025
- **HIGH SCHOOL DIPLOMA**
Hamilton High School, Hamilton, OHIO

May 2007

SKILLS

- Life Insurance
 - Quotes and Sales
 - Insurance Policy Sales
- Excellent Communication Talents
 - Insurance Program Analysis
 - Professional Relationships

- Bilingual
- Management experience
- Critical Thinking
- Microsoft Office proficient
- Customer Needs Assessment
- Business Growth and Retention

LANGUAGES

- **Spanish**
Fluent

CERTIFICATIONS

- Accident and Health Insurance License
- Life Insurance License

VOLUNTEER EXPERIENCE

- **STUDENT TEACHER** Adopt A Class
Cincinnati, OH *September 2022 - Present*
- **VOLUNTEER COORDINATOR** Cancer Community of Cincinnati
Blue Ash, OH *January 2022 - Present*