

IMA D. BIZ

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Objective

To obtain a position in aviation insurance

Education

Embry-Riddle Aeronautical University (ERAU), Prescott, AZ

Master of Science in Safety Science – May 2012

GPA: 3.8

Embry-Riddle Aeronautical University, Prescott, AZ

Bachelor of Science in Aviation Business Administration – May 2010

GPA: 3.75

Relevant Coursework

Aviation Insurance, Aeronautical Science for Management, Business Statistics, Financial Accounting, Managerial Accounting, Business Information Systems, Business Law

Project Experience

- Created an analysis of the aviation insurance needs for pilots ages 45 to 65; developed a brochure for pilots within the targeted age group to understand their rights and responsibilities
- Researched the financial obstacles for small businesses within the general aviation industry

Work History

Real Estate Firm, Oklahoma City, OK

Mortgage Specialist, 06/2005 – Present

- Complete mortgage loan processing while exceeding sales goals by 20%
- Evaluate and analyze over 50 mortgage requests per week for appropriate paperwork and information
- Develop a sales plan for prospects and referral business opportunities
- Assess product fit, pricing accuracy and credit risk along with analyzing credit reports, income and asset verifications and other required documentation to support a credit risk decision

Bank, Oklahoma City, OK

Customer Service Representative, 01/1999 – 05/2005

- Contributed to Financial Center Customer Service Satisfaction by maintaining an average rating of 96%
- Identified sales opportunities and made referrals which supported the sales efforts of the center; the center achieved 100% of the sales quotas two weeks before year end
- Processed transactions and balanced all credits and debits daily

Volunteer Experience

American Red Cross, Oklahoma City, OK

Volunteer, 06/1998 – Present

- Respond to disaster victims in a call center environment
- Create plans of action for immediate assistance
- Maintain data in various systems to ensure that each case is monitored