

Alyssa Moreno

SALES ADMINISTRATIVE ASSISTANT

📍 Tampa, FL 📞 (813) 555-0164 ✉ alyssa.moreno@email.com 🌐 [linkedin.com/in/alyssamoreno](https://www.linkedin.com/in/alyssamoreno)

Summary

Sales administrative assistant with 18 months supporting a commercial insurance sales team of 7 producers, after 2 years at a busy medical front desk. Manages calendars in Outlook, prepares proposals in Word and PowerPoint, logs every client touch in the CRM, and keeps renewal paperwork moving on deadline.

Skills

- Excel • Outlook • Word • PowerPoint • Microsoft Office • CRM • Customer Service • Attention to Detail
- Organizational Skills • Time Management Skills

Experience

Sales Administrative Assistant

04/2025 - Present

Bayshore Commercial Insurance

Tampa, FL

Independent agency placing property, liability and fleet coverage for 900 businesses.

- Manage meetings, client calls and carrier appointments in Outlook for 7 producers and the sales manager.
- Build renewal proposals and coverage summaries in Word and PowerPoint, finishing about 35 packets a month.
- Record client calls, emails and renewal dates in the CRM, keeping 100% of 2025 renewals on the tracking calendar.
- Compile a weekly Excel pipeline report on new quotes and bound policies for the Monday sales meeting.

Front Desk Receptionist

08/2023 - 03/2025

Harbor Island Dental Group

Tampa, FL

Family dental practice with 4 dentists and 2 hygiene teams.

- Registered 60 patients a day and handled phone, email and walk-in customer service at the front desk.
- Confirmed next-day appointments by phone and text, lowering no-shows from 11% to 6%.
- Organized patient records and insurance forms in Microsoft Office with attention to detail on dates and policy numbers.
- Collected copays and posted 40 payments a day, matching the daily deposit to the ledger.

Education

Associate in Arts

05/2023

Hillsborough Community College

Tampa, FL

Business Administration

Certificates

4-40 Customer Representative License

09/2025

Florida Department of Financial Services