

Benjamin Sulcer

Lawrenceville, GA 30043

ben.sulcer01@gmail.com

<http://www.linkedin.com/in/benjamin-sulcer-6aa30060>

+1 504 435 4104

PROFESSIONAL SUMMARY

Results-driven Manager with a strong track record in sales, team leadership, and client management within the life insurance industry. Expertise in recruiting, developing, and leading high-performing teams, while consistently driving business growth through strategic relationship-building and exceeding sales targets. Demonstrated success in overseeing recruitment, onboarding, and client management to ensure exceptional service and client retention.

In addition to managerial responsibilities, successfully managed IT support functions, providing hands-on technical assistance across the organization. Skilled in diagnosing, troubleshooting, and repairing hardware and software issues for desktops and laptops, ensuring seamless system operations and minimizing downtime. Proficient in system upgrades, data recovery, network support.

Known for strong strategic thinking, excellent communication skills, and the ability to thrive in dynamic, fast-paced environments

TECHNICAL SKILLS

- Hardware diagnostics and repairs (desktops, laptops, and peripherals)
- Operating system troubleshooting (Windows, macOS), system upgrades, and software installations
- Virus/malware removal and prevention
- Network connectivity troubleshooting
- Data recovery and backup solutions
- Customer service and technical support
- Technical documentation
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Recruitment Software & Platforms
- Project Management Tools (Trello, ServiceNow)
- Inventory & Operations Management Software

EXPERIENCE

Manager and IT Support

Globe Life - Duluth, GA

September 2019 – Present

- Troubleshoot and resolve issues related to operating systems (Windows, macOS), ensuring smooth user experiences and system stability across the organization.
- Diagnose problems, and guide users through step-by-step solutions.
- Manage customer instance settings and configurations.
- Installed, configured, and updated operating systems, software, and hardware, maintaining optimal system performance and minimizing downtime.
- Managed data recovery and backup solutions, ensuring business continuity and protection against data loss.
- Executed virus and malware removal and prevention strategies, safeguarding systems from security breaches and ensuring data integrity.
- Provided outstanding customer service and technical support, addressing user inquiries and resolving issues promptly and effectively.
- Informs customers of needed repairs and answers basic questions. Ensures that the customer understands and is satisfied with work completed.
- Assist with large Zoom events (All Hands Meetings, etc.)
- ServiceNow knowledge
- Successfully led a team of agents, overseeing recruitment, onboarding, and training, resulting in a 20% increase in team efficiency and productivity.
- Streamlined the onboarding process, reducing training time by 25% while improving agent performance and retention.
- Managed client accounts, maintaining high levels of service, satisfaction, and retention, while building long-term relationships.
- Drove sales growth by exceeding sales targets for new contracts by 10% quarter-over-quarter
- Prepared detailed performance reports using Excel and PowerPoint, tracking recruitment success, team performance, and client engagement.
- Ensured continuous improvement by aligning operational processes with client needs and expectations, enhancing overall service delivery.
- Ability to work independently and as part of a team.

EDUCATION

High School Diploma

KEY SKILLS & COMPETENCIES

- Business Development & Client Relations
- Recruitment & Talent Acquisition
- Sales & Account Management
- Strategic Planning & Process Improvement
- Team Management & Training
- Staff Development & Onboarding
- Budgeting & Cost Management
- Performance Reporting & Analysis
- Negotiation & Contract Management
- Customer Retention & Relationship Building

CERTIFICATIONS & LICENSES

- Insurance Producer License (Georgia, Texas, Florida, South Carolina)
- Life & Health Insurance License

ADDITIONAL INFORMATION

Areas of Expertise

- Talent Recruitment & Acquisition
 - Client & Stakeholder Engagement
 - Process Optimization & Operational Efficiency
 - Sales Growth & Business Development
 - Staff Leadership & Performance Management
 - Market Research & Trend Analysis
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