

Dylan Everett

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EDUCATION

University of California, Irvine
Bachelor of Arts in Business Economics

Irvine, CA
September 2021 - June 2024

WORK EXPERIENCE

Associate Customer Care Representative
Amica Mutual Insurance

Costa Mesa, CA
August 2024 – Present

- In compliance with state licensing requirements, managed inbound calls and other customer contacts of moderate complexity, ensuring accurate and timely resolution while maintaining a professional and constructive approach.
- Approached all responsibilities with a positive, professional outlook, collaborating effectively with internal teams to enhance service delivery and improve customer satisfaction.
- Actively worked towards meeting production goals, as demonstrated by the successful writing of policies and life referrals, consistently contributing to team targets and company objectives.
- Identified service trends and feedback to propose actionable process improvements, driving a measurable increase in customer retention and service quality through enhanced responsiveness and service offerings.

Aramark
Manager

Irvine, CA
September 2023 – June 2024

- Supervised and led a team of 50 baristas, consistently achieving a 10% increase in overall store efficiency through streamlined workflows and optimized staff scheduling.
- Implemented a systematic inventory tracking system, reducing waste by 17% and minimizing stockouts of popular items.
- Executed upselling initiatives, contributing to an 11% increase in average transaction value and exceeding monthly sales targets by 7%.
- Implemented an employee recognition program, leading to a 20% increase in team morale and productivity.

Tovar & Associates Inc.
Executive Assistant

Downey, CA
March 2022 - July 2022

- Managed and maintained executives' schedules, arranging 100+ appointments, meetings, and travel itineraries annually with a 95% adherence to timelines.
- Maintained and safeguarded confidential and sensitive information for executives, ensuring 100% confidentiality and adherence to privacy policies.
- Prepared and edited documents, reports, and presentations for executives, ensuring accuracy and professionalism in document creation tools.

SKILLS

Languages: English (Native), French (Beginner)

Skills: Microsoft Office Suite (Excel, PowerPoint), Python (Basic), Data Visualization, Data Science, Data Analysis, Team Leadership, Process Improvement