

Thomas Swaim

✉ Oak Lawn, IL 60453 | www.TomResume.com | ☎ (708) 942-5072 | SwaimThomas1@gmail.com

14+ Years' Experience Marketing Management & Full Stack Web Developer

As a business consultant, used resourceful creativity to enhance workflows. Understanding the needs of businesses and consumers ease the ability to view their diverse perspectives. Consistent quality comes from appreciating current methods while analyzing details to enhance business systems further. Leaders build other leaders.

Education & Training

- ➔ **Bachelor of Computer Science** | *Currently pursuing*
- ➔ (S.E.O.) (S.M.M.) **Google AdWords & Mobile Google AdWords certification** | *2016*
- ➔ **Associate in Science** | Moraine Valley Community College- Palos Hills, IL | *07.2009 - 05.2015*
President's List | C.L.E.P. Tested Business courses | Engineering & Chemistry focus
- ➔ **Insurance License** | State of Illinois | *04.2010-05.2019*
Full License L.H. & P.C.
- ➔ **High School Degree** | Harold L. Richards High School- Oak Lawn, IL | *08.2003 - 05.2007*
Studied fundamentals of Intro to Business & computer classes.

Professional Experience

Upwork.com previously Odesk.com, Remote | **Marketing & Web Design** | *12/2009-Present*
Copywriting quality content, WYSIWYG editors such as Wix, Weebly, Squarespace websites, Email campaign deliverability, Full WordPress developer frontend & backend, automation, animation, HTML, CSS, Appointment Setting, Lead development systems, Organized CRMs & workflows. Engineered architectural designs in Inventor. Graphic designed in Illustrator. E-Learning courses thru Adobe Captivate. Excel macros designed for efficiency.

Faithful Best, Batavia, IL | **Business Consultant** | *06/2015-07/2019*
Provided B2B organization, networking, and marketing solutions. Consulted with clients in various industries to help improve the efficiency of sales funnels and growth. Personalized custom client solutions. Dozens of clients.

American Family Insurance, IL/MO | **Commercial Sales Manager** | *05/2013-07/2018*
Built C.O.I.s. Performance improved traditional sales. Worked alongside 20+year top agents, enhanced marketing.

P.R.I.S. Hallberg Insurance, Bedford Park, IL | **Licensed Corporate Sales** | *11/2014-03/2015*
Built new systems to ensure a better workflow for customer and company. Genuine conversations with customers while assisting clientele in completing harsh changes in their healthcare comprehension.

Allstate Insurance, Downers Grove/ Geneva, IL | **Service & Licensed Sales** | *08/2011-04/2013*
Managed \$15 Million policy value agency. Detailed policy reviews cross-sold & retained satisfied customers. New business prospected proven effective through measured reports. Remained fully compliant in strict, regulated environments. Retention rate increased from about 71% to 89% annually, thus improving sale appeal, agency sold.

United Parcel Services (U.P.S.), Addison, IL | **Loader and Sorter** | *09/2008-11/2009*
Communicated effectively in a fast, hazardous workplace. Memorization & sorting skills gained.

Dial America Call Center, Lombard, IL | **Customer Service** | *04/2008-08/2008*
Achieved banking sales through phone politeness. Became proficient in call center operations & repetitive tasks.

Regional Grocery Inventory Specialist, Traveling | **Inventory Specialist** | *07/2007-04/2008*
Adapted to frequent travel. Gained multitasking skills. Performed quality checks through comparative quantitative inventory tallies at corporations. Counts at Walgreens, Home Depot, & other Fortune 500 companies.