

DANIEL GOMEZ



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San Antonio, TX 78256

PROFESSIONAL SUMMARY

Adept at deconstructing and planning stories in order to promote improvements to product design and implementation. Excellent relationship-building, organizational and project management skills with a focus on overcoming technical challenges and implementing successful resolutions.

SKILLS

- Bilingual: English and Spanish native fluency
- Functional and Business Requirements
- User Acceptance Testing (UAT)
- Acceptance Criteria
- User Documentation Production

EDUCATION

Broward College
Davie

Associates of Arts:
Mathematics

McArthur High
Hollywood

High School Diploma

CERTIFICATIONS

Scrum Product Owner

WORK HISTORY

Insurance Technologies, LLC - Product Owner
Fort Lauderdale, FL • 11/2020 - Current

- Owned and prioritized product backlog.
- Managed implementation of new features by outlining plans and specifications such as how, where and when each component would work.
- Collaborated with development team & Business Analysts to review upcoming changes & timelines.
- Suggested enhancements to product design that would improve user experience.
- Contacted proper stakeholders to share changes to project scope and timelines.
- Focused on building critical features up front in order to identify constraints and technical challenges.

Bass Underwriters - Call Center UW Associate
Fort Lauderdale, FL • 01/2019 - 11/2020

- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Properly assessed risk to provide insurance quotes based on insured needs

Link - Insurance Agent

Sunrise, FL • 06/2018 - 01/2019

- Aided customers to identify adequate coverage for personal lines of business
- Transfer information from agency management system to comparative rater to provide multiple quotes for prospect insured
- Processed policy issuance, cancellations, endorsements, & inspection reviews

London Underwriters, MGA - Underwriter/UW Assistant

Aventura, FL • 01/2016 - 05/2017

- Analyzed and assessed risks to provide a premium rate
- Maintained relationship with retail agencies as well as open market brokers
- Trained incoming staff in processing - policy issuance, cancellations, endorsements

Wells Fargo - Teller

Hollywood, FL • 10/2014 - 11/2015

- Asses & complete customer's deposits, withdrawals, and payments
- Identify & makes sales referrals, recommend alternate channels, cross-sells bank services and products, while providing excellent customer service
- Balanced & handled cash box