**Patricia Galan, MBA**

786-270-6592 | [pgala009@fiu.edu](mailto:pgala009@fiu.edu) | [www.linkedin.com/in/patriciagalan127](http://www.linkedin.com/in/patriciagalan127)

**WORK & LEADERSHIP EXPERIENCE**

**IGAT Enterprise Multiservice, Inc.**  **Miami, FL**

*Client Relations Data Analyst* January 2021 – Present

* Coordinate actions across the agency by implementing organizational goals, reinventing the agent-to-client relations through data analysis, SQL, research, and developed strategies.
* Assist with the growth and development of agency operations by focusing on servicing and understanding clients, determining suitable policy investments, and tackling staffing issues.

**Estrella Insurance Agency #345. Hallandale Beach, FL**

*Lead Customer Service Representative* January 2020 – December 2020

* Provided detailed guidance to clients signing insurance policies by handling phone calls, email inquiries, and claim actions, successfully updating insurance records of roughly 50+ clients/day.
* Cultivated servicing methods to address CSR improvements by assisting sales agents in resolving client complaints, managing policy inquiries, and finalizing insurance policy adjustments.

**E&R Life Solutions Miami, FL**

*Human Resources Coordinator* July 2018 – January 2020

* Developed data-driven strategies to adopt a new CRM system, potentially saving the company over 48 hours per week upon processing and observing insurance policy apps.
* Established new file-management processes to convert the company from a manual file-based system to digital search via our CRM platform, increasing employee efficiency by 15% (apps per hour worked).

**Elite Spine Centers Ft. Lauderdale, FL**

*Director of Customer Service / Office Manager* October 2015 – July 2018

* Managed office services by ensuring workplace operations, fabricate procedures, controlled uniformity, and diagrammed filing systems, increasing clerical functions by roughly 75%.
* Solved problems timely and effectively through critical analysis and insightful thinking, optimizing customer satisfaction that improved patient inquiries by 50% within 2 months.

**EDUCATION**

**Florida International University – Chapman Graduate School of Business Miami, FL**

*Master of Business Administration in Business Data Analytics.*  Aug. 2023

* Program Plan: Professional MBA
* Cum GPA: 3.67
* Attained $6k of performance-based scholarships by maintaining a GPA of 3.0+ by my 10th course of the program and of the cohort’s required GPAs.

**Florida International University Miami, FL**

*Bachelor of Business Administration in Human Resources Management.*  Dec. 2019

* Degree Honors: Magna Cum Laude
* Cum GPA: 3.75
* Reached top 15% among entire class of 2019 within FIU’s undergraduate school of business.

**SKILLS, ACTIVITIES & INTERESTS**

**Technical Skills:** MS Excel, MS Word, MS Outlook, MS PowerPoint, Power BI, Tableau, R, SQL.

**Non-Technical Skills:** Leadership, business ethics, communication, critical thinking, problem solving.

**Interests:** Family**,** exercising, dogs, technology, learning, meditation, collaboration, traveling.

**Languages:** English, Spanish, and Russian.