

# MARISA GRAHAM

Home:  
2563 El Portal Dr Apt D  
San Pablo, CA 94806

Mobile:  
(415) 910-2097

E-Mail:  
[marisagraham@yahoo.com](mailto:marisagraham@yahoo.com)

## Profile

Licensed Insurance Agent with legal, design, and technical work experience. Skills include superior customer service, graphic design, computer technical support, proficiency with Apple, Microsoft and Google brand software, and typing speed over 100WPM. I am passionate about delivering the best customer service experience. I am dependable, hard working and comfortable working independently. I enjoy the opportunity to multi-task in a fast-paced environment, prioritizing a variety of tasks on various deadlines.

## Work Experience

### **ACCOUNT MANAGER, STATE FARM INSURANCE LAFAYETTE, CA — JUNE 2017 - PRESENT**

Assisting customers with sales, service and support for property, casualty, life and health insurance. Improved efficiency utilizing multiple office database systems. In charge of training and supporting all office staff technical questions. Organized and implemented call campaigns to drive new sales for bank loans, life insurance and earthquake insurance.

### **GENIUS/BUSINESS EXPERT, APPLE INC. SANTA ROSA & CORTE MADERA, CA — MARCH 2009 - JUNE 2017**

Helped multiple customers at a time with various technical issues as a Genius while providing outstanding customer service. Supported sales, planning and forecasting business performance through account management as a Business Expert. Also worked as a Creative (Trainer) to teach people how to use Apple products and software. Lead morning meetings regarding customer engagement, driving sales, and building loyalty with high potential growth customers.

### **PARALEGAL, MOORE BREWER JONES TYLER & NORTH LA JOLLA, CA — APRIL 2007 - SEPTEMBER 2008**

Responsible for preparing legal correspondence, motions, court filings and briefs to three attorneys. Filed pleadings with county court clerks in various counties, issued checks for appropriate fees. Directed and coordinated law office activity, including delivery of subpoenas. Organized and maintained documents in both paper and electronic filing systems. Trained to support all Office Manager duties and tasks.

### **LEGAL ASSISTANT, KNEISER SCHONDEL & HUBBS SANTA ROSA, CA — FEBRUARY 2002 - JANUARY 2007**

Assisted five attorneys with transcribing, writing and proofreading legal documents for court filings and correspondence to clients and medical doctors. Coordinated and scheduled appointments for attorneys and clients. Designed more efficient form letters, such as letters to clients, trial and courtroom requests, and new client intakes. Wrote, edited and published new instruction manual for employee training.

## Education and Certificates

*California Insurance License #0L82980 - Property, Casualty, Life, Accident & Health.*  
License valid through July 2021

*Apple Certified Mac Technician - Apple Inc. Cupertino, CA*

*Computer Graphic Design Certificate - Graduated Magna Cum Laude from Coleman University, San Diego, CA*