

## **TARA LOUISE CUTTER**

3612 Bissonet Drive, Metairie, LA 70003

Phone: 504-460-8404 - [taracutter@gmail.com](mailto:taracutter@gmail.com)

### **BUSINESS SUMMARY BACKGROUND**

I was exposed to the insurance business at an early age, through my stepfather, Andrew Goodyear, who worked in the business for his entire career. Ultimately, my career choice was the retail business, learning all aspects of the business.

I accomplished this goal through hard work and learning all aspects of the business including, a) managing corporate customers; b) processing sales; c) ordering and tracking inventory; d) store and warehouse operations and d) managing personnel.

My current employer, Orient Expressed has been a great company to work for during the last eleven (11) years, but the company is winding down operations and I am ready to move on to a new career.

### **CURRENT INTEREST IN THE INSURANCE INDUSTRY**

I am currently interested in all aspects of the Commercial Insurance Industry including but not limited to the following operational areas.

1. Loss and risk prevention, work safety including the development of accident preventions procedures. Tracking and investigation of incidents with the study and review of the work site stressors.
2. Business Development including the handling of new business submissions and the administrative tasks associated with processing the submissions.
3. Client management

### **COUNTUING EDUCATION:**

I have just completed The Louisiana Insurance Academy, a 14 week course covering a wide range of insurance topics. The Institutes ACSR course covers in depth the following; Home Owners Insurance, Personal Automobile Insurance, Personal Lines Related Coverage, Commercial Lines Related Coverage, Commercial Property Insurance, Commercial Automobile Insurance, and Commercial Liability Insurance, the ultimate goal is to take the state insurance test and specialize in commercial insurance or personal insurance.

### **PROFESSIONAL SUMMARY**

I manage retails sales from a store front. I manage online orders, corporate orders and special event orders. This includes developing client relationships, marketing and vending at social events. My job duties also include handling customer disputes and acting as a liaison between fellow employees, vendors, shipping companies, sales representatives.

I am a self-motivated, hardworking, customer service oriented retail store manager. I possess good problem solving skills and am highly adaptable. I work well as a team member and I am also comfortable working alone. My past work environment has been heavily customer service oriented with customers and vendors alike. I am skilled at responding to sudden unexpected situations that require a favorable resolution to the company.

I am willing and eager to learn new skill sets and take whatever training is necessary for me to be an optimal employee in starting a new career.

## **SPECEALIZED SKILLS**

- Accept and Complete new business orders for both individual and corporate clients.
- Manage, administer and process new orders for timely delivery.
- Organize and administer off site corporate events.
- Manage in Store operations including front house sales and managing inventory
- Manage Vendor relations.
- Promote and Market the Company and its products.
- Customer Service both with customers and our vendors

## **WORK HISTORY**

### ***2006 to 2012 Director Customer Service Orient Expressed***

- Effectively managed a high-volume of inbound and outbound customer calls.
- Defused volatile customer situations calmly and courteously.
- Acted professionally and patiently when addressing negative customer feedback.
- Data entry.
- Inventory control.

### ***2012 to 2015 Warehouse Inventory Control Manager Orient Expressed***

- Managed warehouse shipping associates.
- Maximized sales by complying with shipping schedules.
- Managed inventory intake.
- Trained staff on material handling and safety processes.
- Forecast manpower requirements and scheduling.
- Led warehouse improvement initiatives to advance operational efficiencies.
- Received, stored and shipped goods and materials.
- Stacked and transported all overstock to storage areas.
- Coordinated with shipping companies as to rates, shipping procedures and account coordination for both domestic and international shipping.

### ***2016- Present - Retail Store Manager Orient Expressed***

- Continued all previous duties related to warehouse and customer service.
- Interview job candidates and made staffing decisions.
- Count cash drawers and made bank deposits.
- Manage sales associates.
- Examine merchandise to verify that it was correctly priced and displayed.
- Generate repeat business through exceptional customer service both with vendors and customers.
- Conduct store inventories once per quarter.
- Managed the company's Eporia website and Retail Pro program.
- Create Purchase orders for vendors. Voucher in purchase orders and divide merchandise between stores.
- Work with Zulily for our various events; coordinate events in a timely manner.
- Provide quick response to any customer or vendor inquiries or issues.
- Work with vendors to maintain a conservative exciting stock for customers.

## EDUCATION

High School Diploma:  
Oldfields School Road - Sparks Glencoe, MD

Louisiana Insurance Academy;  
Certificate of completion

## COMMUNITY INVOLVMENT

- Headed the Bissonet Civic associations Beautification Committee from 2006-2015. I wrote articles for the newsletter and joined the governing committee.
- Worked with the Jefferson Parish Sheriff's office and Fire Department to organize and host several nights out against crime.
- Organized petitions for neighborhood street signs.

## REFERENCES:

William C. Wells, V,  
Attorney [bwells@deltatitlecorp.com](mailto:bwells@deltatitlecorp.com)  
Delta Title Corporation  
3625 N. I-10 Service Road  
Metairie, LA 70002  
504-885-9222

Parke Ellis [pellis@gillis.com](mailto:pellis@gillis.com)  
(504) 581-3334  
Gillis, Ellis & Baker  
1615 Poydras St  
Suite 700 New Orleans, La.70112

Deborah Vinson  
Orient Expressed  
3447 Magazine St  
New Orleans, LA.70115  
[davltid@aol.com](mailto:davltid@aol.com)  
312-315-1565

Johnny Beckman  
J Everett Eaves Insurance Group  
650 Poydras St. suite 1500  
New Orleans, LA.70112  
[neworleans@assuredpartners.com](mailto:neworleans@assuredpartners.com)  
504-581-5353

Joey O'Connor  
(504) 262-8900  
The O'Connor Insurance Group  
2450 Severn Ave.#208  
Metairie, LA.70001