Deborah J. Benafield (501) 993-8586 2004 Village Drive, Jonesboro, AR 72404 [deborah.benafield@gmail.com](mailto:deborah.benafield@gmail.com)

**Objective**

To work in a positive results driven atmosphere, utilizing my excellent and innovative management experience, exceptional interpersonal skills and team player attitude.

**Professional Experience**

2008 to Present: Town and Country Insurance

Marketing and Sales responsibilities within an independent insurance agency. Working directly with President of the agency to encourage existing sales staff and enhance current marketing tactics.

1991 to 2008: Arkansas Blue Cross and Blue Shield

Left to relocate to Jonesboro, Arkansas

Established an agent/broker sales network, which grew from 50 to 1500 independent health insurance agents. Liaison between outside sales staff and internal personnel to ensure sales objectives and goals.

Key player and co-project leader in the development and release of new individual health insurance products—includes but not limited to working with internal and external personnel, vendors and agents while ensuring compliance with state insurance law and meeting required deadlines.

Highly skilled in conducting large training seminars across the state for the education and motivation of external sales staff. Excellent PowerPoint and Word skills

Developed and authored articles for agent quarterly newsletter, *Agent Update*

Oversee budget development of department for submission to Director and Senior V.P. in addition to appointments (licensing of), production of and termination of sales staff and record keeping.

Improved outcomes in work flow by continually interacting with other departments to ensure maximum efficiency.

Conflict resolution and troubleshooting as needed by internal and external support and sales staff.

1983 to 1991: Prewit and Associates Insurance--Jerry Prewit 501-228-7702

Focused on routine health insurance requests advanced to involvement in all aspects of this insurance brokerage office

Addressed issues related to agent licensing, product education, commission reporting and sales goals. Maintaining records as needed by Mr. Prewit

Troubleshooter for the issuance of life and health insurance policies

Conflict resolution in the payment of health insurance claims

**Education**

Southwestern State University Weatherford, OK

Business

Continuing Education Classes related to Insurance Products, Fraud and Compliance of State Insurance Law

**Memberships**

CSA (Certified Senior Advisor) designation obtained in 2007

Associate Member of the Trusted Choice Association of Independent Agents

**References**

Sandra J. Storment 227-9973

Senior Vice President Human Resources—Retired

Regions Financial Corporation

Greg Dunseath 501-329-2900

President

Conway Financial Services