

MICHAEL COURTNEY

OBJECTIVE

Dedicated and customer-focused professional transitioning into the insurance claims industry with extensive experience in client relations, field operations, problem solving, and account management. Currently pursuing insurance adjuster licensing and claims training while leveraging a strong background in communication, documentation, negotiation, and customer support to become a dependable and detail-oriented claims professional.

PROFESSIONAL PROFILE

- STRONG BACKGROUND IN CLIENT COMMUNICATION, PROBLEM RESOLUTION, AND PROFESSIONAL RELATIONSHIP MANAGEMENT.
- EXPERIENCED IN FIELD-BASED OPERATIONS, DOCUMENTATION, ACCOUNT MANAGEMENT, AND FAST-PACED WORK ENVIRONMENTS.
- HIGHLY ORGANIZED AND DETAIL-ORIENTED WITH THE ABILITY TO MANAGE MULTIPLE PRIORITIES UNDER PRESSURE.
- PROVEN ABILITY TO BUILD TRUST WITH CUSTOMERS, ASSESS NEEDS, AND PROVIDE PROFESSIONAL SUPPORT DURING CHALLENGING SITUATIONS.
- CURRENTLY PURSUING INSURANCE ADJUSTER LICENSING AND INDUSTRY TRAINING.
- BILINGUAL (ENGLISH/SPANISH) WITH STRONG INTERPERSONAL AND CUSTOMER SERVICE SKILLS.

PROFESSIONAL EXPERIENCE

2026 – Current | Insurance Adjuster Licensing & Claims Training

- Pursuing adjuster licensing and claims industry education focused on claims handling, policy fundamentals, inspections, customer communication, and documentation procedures.

2026 – Current | FaithTuned Media | Albuquerque, NM

- Managing media production, digital communication, branding, and client-focused content initiatives.
- Developing organizational, project management, and communication skills applicable to customer-facing industries.

Nov 2024 – Feb 2026 | Aztec Discount Supplies | Albuquerque, NM

Commercial Packaging Sales Consultant

- Consult with commercial and industrial clients to identify packaging, shipping, and supply chain needs.
- Develop customized packaging solutions including corrugated, food packaging, and specialty materials.
- Manage B2B sales pipeline, conduct needs assessments, prepare proposals, and support account onboarding.
- Collaborate with suppliers and internal teams to ensure pricing accuracy, fulfillment, and client satisfaction.
- Support catalog development, digital product listings, and sales enablement initiatives.

2022 – 2024 | U-Turn For Christ Thrift Store & Outreach Center | Albuquerque, NM

Store Manager

- Led daily operations, inventory management, and staff scheduling.
- Recruited, trained, and coached teams to improve performance and customer experience.
- Implemented local marketing and outreach strategies to increase revenue and donations.

2016 – 2022 | FUTIOHA | Harlingen, TX

Licensed Life Agent Manager

- Trained and mentored agents nationwide to improve consultative sales performance.
- Advised clients on life insurance and mortgage protection products.
- Built referral partnerships to drive consistent lead flow.

2015 – 2016 | [web.com](#) | San Antonio, TX

Digital Marketing Consultant

- Executed B2B prospecting across targeted verticals.
- Delivered consultative sales presentations and managed active client campaigns.

2012 - 2015 | Business Payment Systems | Pharr, TX

B2B Merchant Services Sales

- Generated new business by prospecting and closing B2B clients for payment processing solutions, consistently exceeding monthly sales quotas through consultative selling and relationship-building.
- Analyzed client payment workflows to recommend cost-saving merchant service solutions, including credit card processing, POS systems, and interchange optimization, resulting in increased client retention and satisfaction.
- Managed full sales cycle from cold outreach and lead generation to contract negotiation and onboarding, building a pipeline of small to mid-sized business accounts across multiple industries.
- Developed long-term client relationships by providing ongoing account support, rate reviews, and service optimization, driving residual revenue growth and referral-based business.

2005 – 2012 | Health Success – Harlingen, TX

Medical Account Executive

- Generated consistent referral growth through physician outreach.
- Expanded territory coverage and supported multi-location growth initiatives.
- Drove regional expansion by scaling operations from a single medical office to three locations across South Texas, identifying growth opportunities, securing new sites, and establishing operational workflows to support increased patient volume.
- Recruited and onboarded licensed therapists to support multi-location growth, coordinating staffing, optimizing patient scheduling systems, and ensuring consistent quality of care across all branches.

Education

1997 – 1999 | TSTC & UT Brownsville – Harlingen, TX (Basic & Pre-Nursing Courses)

SKILLS & CORE COMPETENCIES

- Bilingual in English and Spanish with strong translation capabilities and the ability to communicate effectively across diverse client and team environments
- Advanced proficiency in WordPress, including website design, content management, and front-end customization
- Expertise in building and optimizing sales funnels, customer journeys, and workflow automation to increase conversion rates and operational efficiency
- Proven ability in sales process design and execution, consistently performing above average in prospecting, closing, and revenue generation
- Strong background in media design and production, including digital content creation, branding, and marketing asset development
- Experienced in team management and sales team development, including recruiting, training, coaching, and performance optimization
- Skilled in territory management, with a track record of expanding market presence, identifying growth opportunities, and maximizing regional performance
- Proficient in CRM systems, data analysis, and reporting to drive strategic decision-making and pipeline growth
- Highly effective in consultative sales, relationship building, and long-term account management
- Results-driven professional with a focus on scalability, efficiency, and sustained business growth