

# Alan Almanza

Louisville, KY

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## Work Experience

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### **HVAC Commercial Service Technician**

Excel Services Inc.-Louisville, KY

September 2025 to Present

installs, maintains, and repairs heating, ventilation, and air conditioning systems in commercial buildings. Also welding, controls, and customer service.

### **Installer/Helper**

DAUENHAUER PLUMBING-Louisville, KY

November 2024 to September 2025

As an install helper I assist the licensed HVAC technicians in the installation and air conditioning (HVAC) systems by performing tasks like preparing tools and materials, cleaning air ducts, fabricating ductwork, supporting equipment lifting, and ensuring proper system functionality under the supervision of a technician

### **Insurance Producer**

Allstate Insurance-Louisville, KY

February 2024 to November 2024

customer service, sales, and policy underwriting. Strong teamwork and communication skills.

### **Substitute Teacher**

JCPS-Louisville, KY

December 2022 to January 2024

### **Banker**

PNC-Louisville, KY

March 2022 to December 2022

Verified amounts and integrity of every check or funds transfer.

Received cash and checks for deposit, including verifying amounts and endorsements and examining cash to prohibit acceptance of counterfeit bills.

Recommended bank products and services to current and prospective customers.

Acquired and maintained knowledge of emerging technologies, including customer virtual interactions.

Entered transactions into computer and issued customer receipts.

### **Builder**

Coca-Cola Consolidated-Louisville, KY

January 2021 to February 2022

Responsible for building orders on a pallet Jack.

## **Teller Associate**

U.S. Bank-Louisville, KY

November 2017 to December 2020

Verified amounts and integrity of every check or funds transfer.

Received cash and checks for deposit, including verifying amounts and endorsements and examining cash to prohibit acceptance of counterfeit bills.

Recommended bank products and services to current and prospective customers.

Acquired and maintained knowledge of emerging technologies, including customer virtual interactions.

Entered transactions into computer and issued customer receipts.

## **Sales Lead Manager**

Zumiez-Louisville, KY

June 2014 to November 2017

Responded to questions from customers after presenting key details about the company's products and services.

Stayed current on industry trends and changes and participated in professional development opportunities to strengthen product and service knowledge.

Retained existing customers and substantially grew customer base, product line and sales volume.

Trained associates on cross-selling and relationship-building techniques.

## **Sales Associate**

Hibbett Sports-Louisville, KY

April 2012 to June 2014

Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.

Kept apprised of emerging trends and provided informative customer service to assist in product selection.

Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.

Built and maintained effective relationships with peers and upper management to drive team success toward common sales, service and operational goals.

## Education

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### **Hvac (Trade school)**

Building institute of greater of louisville-Louisville, KY

September 2024 to April 2025

### **Business Administration (Associate of Arts)**

Jefferson Community And Technical College-Louisville, KY

May 2020 to May 2020

## Skills

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- Insurance sales Security compliance Excellent communication skills Customer service skills Strong sense of banking ethics Accurate money handling Debt and credit management
- Financial services
- Office management

- Computer literacy
- Windows
- Telemarketing
- Sheet metal
- Analysis skills
- Hospitality
- Management
- Risk management
- Driving
- Phone etiquette
- Materials handling (2 years)
- Supervising experience
- Office experience
- Microsoft Outlook
- Time management
- HVAC
- Sales
- Organizational skills
- Banking
- Front desk
- Typing
- Delivery driver experience
- Microsoft Word
- Warehouse experience
- Precision measuring instruments
- Communication skills
- Insurance sales
- Microsoft Powerpoint
- Outside sales
- English
- Manufacturing
- Leadership
- Computer skills
- Microsoft Office
- Inventory control
- Microsoft Excel
- Customer service
- Cash handling
- Data entry
- Relationship management

- Supply chain
- Administrative experience

## Certifications and Licenses

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### **Life Insurance License**

Present

### **EPA Universal Certification**

February 2025 to Present

Type 1, type 2, & type 3

### **Property & Casualty License**

### **Life & Health Insurance License**

### **Driver's License**

### **Pallet Jack Certification**

### **Personal Lines License**

### **Insurance Producer License**

### **Substitute Teaching Certification**