

JILLIAN BANGERT

Operations Manager | Worksite Benefits Advisor
Las Vegas, NV | jillianbangert@gmail.com | (949) 874-7225

PROFESSIONAL SUMMARY

Driven, high-producing sales leader with 15+ years of experience spanning operations, sales, customer experience, and administrative leadership. Top Producer in Nevada with a consistent record of exceeding targets through a consultative, no-pressure sales approach. Expert in B2B prospecting, relationship development, and public sector engagement. Seeking to leverage proven production and leadership results in a public sector sales role in Miami.

CORE COMPETENCIES

Consultative Selling • B2B Prospecting • Pipeline Development • Relationship Management • Public Sector Sales • KPI & SLA Optimization • Salesforce / CRM • Microsoft Teams & Outlook • Performance Coaching • Operations Leadership • Budget & Vendor Management

PROFESSIONAL EXPERIENCE

NTA – Horace Mann | Worksite Benefits Advisor

Las Vegas, NV | Jan 2026 – Present

- Recognized as Top Producer in Nevada; exceeded Q1 sales goals by \$20K+ in annual premium
- Utilize a consultative, no-pressure sales approach to build trust and drive close rates
- Develop B2B relationships with daycares, preschools, and education organizations
- Set and manage 40+ school relationships within CCSD, maintaining consistent pipeline activity
- Conduct virtual and in-person benefit consultations, enrollments, and presentations
- Leverage Salesforce, CRM tools, Microsoft Teams, and Outlook to manage pipeline and communication

Cellular Therapeutics LLC | Operations Manager

Las Vegas, NV | Dec 2023 – Jan 2026

- Led a global remote team of 40+ customer service and sales agents across multiple regions
- Oversaw daily workflows including scheduling, QA, escalations, and KPI alignment
- Implemented real-time performance dashboards improving efficiency by 22%
- Reduced escalations by 18% through cross-functional collaboration with Product, IT, and Logistics
- Developed and enforced WFH policy standards to improve accountability and data security
- Managed vendor relationships and subscription budgets, achieving 12% annual cost savings

California Marble | General Manager

Anaheim, CA | Jun 2006 – Jun 2025

- Directed cross-functional operations across sales, logistics, and administration
- Supervised 25+ staff; implemented workflow efficiencies reducing turnaround time by 30%
- Drove 20% increase in client retention through customer-centric strategies
- Managed budgeting, staffing, and vendor relations while maintaining profitability

All-Star Promotions | Owner / General Manager

Newport Beach, CA | May 2001 – Jun 2007

- Founded and operated a promotions agency specializing in events and brand activations
- Negotiated contracts and managed on-site teams for high-profile client experiences
- Directed marketing, staffing, and budgeting initiatives driving sustained revenue growth

EDUCATION

MBA – California State University, Fullerton

BA, Communications (Advertising) – California State University, Fullerton

ADDITIONAL INFORMATION

Proficient in Salesforce, CRM systems, Microsoft Teams, Outlook, Twilio, Zendesk, and Google Workspace. Experienced in coaching multi-regional teams and driving performance through data and accountability.