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**Ross Plasters**

1985 Glenkirk dr Burlington, NC

 336-380-6079

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| **Education** | **University of Central Missouri, May 1994*** Master of Science *– Student Personnel Information*

**Northern Michigan University, May 1992*** Bachelor of Science – Criminal Justice
 |
| **Experience** | **Agency Training Specialist – Burlington, NC**September 2008-Present – Facilitate Enterprise-wide training classes, create programs and training curriculum, which support the mission and goals of State Farm Insurance. |
|  | * Developed and created the first successful North Carolina Financial Services Representative training program in which 15 participants sold more than 200 financial services products resulting in $500,000 in new premium dollars.
* Taught more than 250 training sessions focusing on State Farm life, auto, bank, homeowners, sales process and mutual funds, thus impacting more than 3000 State Farm agents, team members, and interns.
* Subject Matter Expert for the following product lines life, bank, auto, homeowners, health and mutual funds and taught more than 100 virtual training classes in these product lines, impacting hundreds of team members and agents.
* Created and presented various train the trainer sessions for a variety of State Farm product lines.
* Conducted 350 agency coaching sessions, directly impacting agency sales goals.
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|  | **Owner, Ross Plasters State Farm Agency – Jackson, MI**November 2004-September 2008 – Owned, operated, and managed my own business, which provided insurance and financial services. I personally handled all business operations, including marketing, sales, claims, and customer service for more than 1200 households.* Hired, trained, licensed, and supervised 4 team members who sold a variety of insurance products and successfully sold life and health, business, property and casualty insurance, and various security products.
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|  | **Director of Orientation, University of North Carolina - Greensboro**November 2000-February 2004 – In 3 years, I turned around a struggling office and orientation program. Oversaw a variety of programs and hired, trained, and supervised more than 26 employees. |
|  | * Planned, developed, implemented, and evaluated summer, fall, and spring Student Orientation, Advising, and Registration (SOAR) sessions and subsequent assessment activities for more than 4000 new , transfer, and adult students and their families.
* Managed state and student fee account funds totaling more than $450,000.
* Taught a student success course geared for 25-30 traditional and non-traditional first-year students.

**Associate Director of Orientation – Washington State University – Pullman, WA**December 1997 –November 2000 – Supervised 23 orientation leaders, helped plan, organize and operate a summer orientation program that had 7 separate sessions for more than 6000 new freshmen and transfer students and their families.* Hired, trained, and supervised 23 student orientation leaders.
* Academic adviser for 6 - 10 traditional and non-traditional freshmen students per semester.
* Taught an orientation counselor leadership course.

**Awards and Honors*** ChFC Designation (February 2012)
* Series 6/63 licensed (February 2004)
* North Carolina Property & Casualty and Life & Health Licensed (March 2004 – present)
* Legion of Honor and Select Agent for State Farm Insurance (2005 – 2008)
* National Orientation Director’s Association (NODA) Board of Directors, Outstanding Orientation Professional (2003)
* Certified Toastmaster

**Hobbies*** Baseball and basketball coach, fly-fishing, running, and working out.
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