

Matt Loggins

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☎ 931-626-6837

Employment

Healthinsurance.com - Sales Agent

Feb 2026 - May 2026

- Advise Medicare-eligible clients on plan options including Medicare Advantage and Part D. Ensuring alignment with healthcare needs and financial goals
- Handle high-volume inbound leads using an automated dialing system, eliminating cold calling and increasing conversion efficiency
- Educate clients on complex insurance products, benefits, and compliance requirements in a clear, customer-focused manner
- Maintain accurate client records and pipeline activity within CRM systems to track leads, follow-ups, and policy enrollments

Peak 1 Express - Lead Dispatch Supervisor

Oct 2023 - Jan 2026

- Coordinated and prioritized 16+ daily shuttle trips, ensuring accurate routing and on-time execution
- Tracked and updated records in scheduling systems to ensure accurate assignment
- Created, modified, and canceled reservations in real time through a high volume contact center, maintaining accurate records and updating systems as conditions changed
- Served as the central point of coordination between drivers, customers, management, sales, and maintenance to resolve issues and prevent service disruptions
- Monitored active trips and adjusted plans to address delays, resource constraints, and last-minute changes

Parkway Wine and Spirits - Sales Associate

Sept 2019 - May 2023

- Maintained accurate inventory data using POS systems to support daily operations and purchasing decisions
- Managed ordering and receiving for accessory inventory, verifying shipments and resolving discrepancies
- Organized stock and storage areas to improve efficiency and accessibility
- Communicated clearly with customers and coworkers to support smooth daily operations

Skills

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|--|-------------------------------------|
| • Route Planning & Dispatch Coordination | • Team Support & Mentorship |
| • POS Systems and Logistics Software | • Inventory Management |
| • Microsoft Office (Excel, Word) | • Cross-Functional Communication |
| • Customer Service | • Problem-solving & Time Management |
| • High-volume call handling | • Detailed documentation |

Education

Tennessee Tech University

2016

Bachelor of Music, Music Performance