

Zaid Aslam

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Summary:

Licensed Property & Casualty Insurance Professional and Commercial Agency Support Specialist with experience supporting a nationwide independent agency channel and managing complex commercial insurance operations. Account Executive with 3+ years managing a \$5M B2B portfolio across SMB and mid-market clients, driving 40% YoY portfolio growth, maintaining a 92% client retention rate, and consistently exceeding quota through consultative, solution-based selling. Experienced in agency relationship management, risk analysis, policy administration, client engagement, and cross-functional collaboration.

Experience:

GEICO

Katy, TX

Commercial Insurance Agency Support Specialist

January 2026 - Present

- Managed a nationwide portfolio of 200+ independent insurance agency relationships, providing consultative guidance on commercial policy administration, underwriting requirements, coverage strategy, and regulatory compliance while supporting long-term agency retention and business growth.
- Executed 500+ monthly commercial insurance transactions across the full policy lifecycle, including endorsements, reinstatements, cancellations, and billing modifications, ensuring operational accuracy, regulatory compliance, and seamless policy execution.
- Leveraged Property & Casualty licensing expertise to analyze risk exposures, identify coverage gaps, and develop policy solutions that improved submission quality, reduced underwriting escalations by 20%, and strengthened agency performance.
- Partnered cross-functionally with underwriting, billing, product, and technology teams to resolve complex operational challenges, achieve 90%+ first-contact resolution, and enhance the overall agency experience.
- Drove agency engagement and service excellence by maintaining 95%+ quality performance standards, managing high-volume commercial servicing operations, and supporting policy retention across a national independent agency channel.

Comcast Business

Houston, TX

Senior Account Executive

June 2024 - December 2025

- Managed a \$5M portfolio of roughly 1,000 SMB accounts, executing full-cycle, solution-based SaaS and telecom sales through Salesforce and Salesloft, maintaining a 92% retention rate and driving 40% revenue growth YoY.
- Led strategic expansion across Comcast Business Internet, Ethernet, Voice, Cybersecurity, and Cloud solutions, securing a 90%+ renewal rate and driving a 25% rise in retention through ROI-driven renewals and C-level account reviews.
- Exceeded quota every quarter: 132% in FY24 Q3, 123% in FY24 Q4, and 157% in FY25 Q1, by developing ROI-based proposals and consultative account strategies tailored to C-level business objectives.
- Drove customer loyalty and retention programs through account management, client engagement, and upselling, improving retention by 40% and strengthening B2B partnerships.
- Led retention and support programs across technology, healthcare, finance, and professional services, cutting response times 40% and boosting client satisfaction and loyalty across all verticals.
- Coordinated complex MACD orders across CAFE and CSG, partnering with Sales Engineering, Field Operations, and client finance teams to scope, quote, and activate services. Ensured order accuracy, contract compliance, and flawless quote-to-cash execution through precise documentation, approval routing, and billing validation.

Everest Academy Operations Specialist

Stafford, TX

January 2023 - June 2024

- Led operational oversight of the IT and History departments, managing 18+ faculty and 500+ students, improving instructional efficiency by 30% and streamlining academic technology workflows schoolwide.
- Directed professional development programs for 20+ teachers, implementing digital tools and data-driven teaching practices that increased technology adoption 45% and improved staff performance metrics 25%.
- Redesigned departmental workflows using data insights to optimize scheduling, resource distribution, and reporting, resulting in a 40% improvement in staff efficiency and more consistent performance across teams.
- Collaborated with the executive team on budget planning, resource allocation, and process optimization, managing an annual \$250K budget, reducing redundant costs 18%, and maintaining full compliance standards.

Upwork: Projects

Freelance Web Developer

Sugar Land, TX

January 2021 - June 2024

- Built and deployed modular, responsive web interfaces for SMB clients using React.js, Vite, and Tailwind CSS, achieving 38% faster load times and ensuring maintainable component architecture.
- Translated Figma and Adobe XD mockups into accessible, interactive UI components using semantic HTML5, ARIA roles, and responsive Tailwind grids, ensuring a consistent UX across major browsers.
- Integrated RESTful APIs via Axios and managed state with React Hooks, automating data rendering and improving update efficiency by 50%, enabling real-time synchronization of client content.
- Optimized performance through lazy loading, code splitting, and image compression, improving LCP by 1.3s and achieving 90+ Lighthouse performance scores in production.
- Implemented SEO and performance best practices — meta tags, structured schema, and Open Graph optimization — boosting organic traffic by 25% across client websites.

Skills & Technologies: HTML | CSS | JavaScript | React | Python | Node.js | Git | API Integration | C++ | UI/UX |

Education:

B.S. - Computer Science | *In Progress* (Expected 2027) | University of Houston Downtown | Houston, Texas

A.A.S. - Applied Health Science | June 2016 | Houston Community College | Houston, Texas

Technical Skills:

Salesforce (CRM) | HubSpot CRM | SaaS & B2B Account Management | Customer Success & Client Retention | Contract Negotiations & Renewals | Portfolio Growth & Upselling | Consultative & Solution-Based Selling | Revenue Growth & Quota Achievement | KPI Tracking & ROI Analysis | Executive-Level Account Reviews (QBRs) | Cross-Functional Collaboration (Sales–Finance–Ops) | Process Improvement & Workflow Optimization | Project Management & Prioritization | Microsoft Excel (PivotTables, Power Query) | Power BI / Tableau Dashboards | Budgeting & Forecasting | Data-Driven Decision Making | Analytical Problem-Solving | Team Leadership & Training | Strategic Communication

Soft Skills:

Strategic Communication | Relationship Management | Analytical Problem-Solving | Leadership & Collaboration | Negotiation Skills | Adaptability | Time Management | Accountability & Ownership | Multilingual: (English, Urdu, Hindi, Arabic) - All languages are *professional proficiency* or above.

Certifications:

Project Management Professional Certificate

Project Planning, Risk Management & Stakeholder Communication

Google

Dec 2023

Salesforce Sales Operations Professional Certificate

CRM Strategy, Sales Analytics & Pipeline Optimization

Salesforce

June 2024

HubSpot Inbound & Client Management Certification

Customer Success, Retention & Account Strategy

HubSpot Academy

August 2024

Data Analytics for Business Certificate

Data Visualization, KPI Tracking & Business Intelligence Fundamentals

Google

March 2025