

# Lena Dluzynski

Allen Park, MI | (313) 282-2732 | lena82life@gmail.com

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Enthusiastic and outgoing professional with a problem-solver mindset, strong interpersonal skills, and a genuine passion for helping others. Licensed in life, accident, and health insurance, and eager to learn, grow, and build lasting relationships through trust and service excellence.

## EXPERIENCE

### Independent Life Agent – Symmetry Financial Group | April 2025 – present

- Generated revenue through outbound cold calls

### Owner – Roses to Remember by Lena | July 2023 – January 2025

*Handmade floral arrangement business*

- Operated all facets of business from product development to sales
- Created unique floral arrangements by hand
- Engaged with customers and prospective customers at local craft shows
- Managed social media presence to market products

### Italian Language Instructor – Berlitz – Novi Sad, Serbia | October 2017 – May 2018

*Global language education company*

- Taught Italian language to groups of up to 8 students weekly
- Individualized lesson plans for students
- Exercised creativity by finding new ways to teach non-native speakers
- Adopted and strictly followed the Berlitz Method of teaching Italian

### Coordinator & Lead Mentor – Comunità Cenacolo – Saluzzo, Italy | February 2006 – May 2017

*Global Catholic nonprofit organization focused on helping men and women better themselves through the Christian faith*

- Performed entrance evaluations for those preparing to enter program to determine eligibility and aid in transition into program
- Coordinated meetings and events at the welcoming center
- Interpreted conversations for native Serbian and English speakers to Italian
- Mentored junior members of organization to ensure success of their experience
- Assisted with and participated in the production of annual theater production

## EDUCATION

- Duomo Italian Language School – Novi Sad, Serbia, October 2017 – May 2018
- Svetozar Markovic High School, GED – Novi Sad, Serbia, September 1996 – June 2000

## SKILLS

- Customer Retention & Loyalty Building
- Strong Interpersonal Communication
- Active Listening & Customer Engagement
- Customer Relationship Management (CRM)
- Team Collaboration in Sales Environments

## LICENSES & CERTIFICATIONS

- CILS Certification Level 3 C1 Competence Italian
- Licensed Insurance Producer - Life, Accident and Health – Michigan NPN 21546394

## LANGUAGES

- Serbian – Native
- English & Italian – Fluent