



DOMINIC DECARLO

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Experience

- **Agency Services Intern, Heritage Insurance; Tampa, Florida – August 2024 – May 2025**
 - Assisted agency partners and clients with policy inquiries, application processing, and claims coordination while maintaining organized documentation systems to improve response times and customer satisfaction.
 - Created standardized Excel templates for team members to log ticket responses, reducing data entry time and enhancing visibility into case resolution timelines.
 - Restructured disorganized client records for a sales agent by creating a centralized Excel database with categorized contact information, policy details, and renewal dates, streamlining their sales workflow.
- **Operations Intern, Franklin Street; Tampa, Florida – June 2024 – August 2024**
 - Coordinated logistics for corporate events (50-500 attendees), ensuring 100% on-time execution and receiving positive employee feedback.
 - Worked with a team to ensure the building was properly stocked with items.
- **Cart Barn, Carrollwood Country Club; Tampa, November 2023 – May 2024**
 - Responsible for the daily operation of the cart barn, including the cleaning, maintenance, and organization of golf carts.
 - Managed the inventory of golf carts, batteries, and accessories, coordinating with management to ensure an adequate supply for daily operations.
- **Employee, Cura Sod; Tampa, Florida — 2020-2023**
 - Completed 50+ residential and commercial sod installation projects on time and within specifications, contributing to zero customer complaints.
 - Collaborated with team members to coordinate sod installation with other landscaping activities, such as planting trees and shrubs or mulch.

Education

University of South Florida, Tampa, Florida

Bachelor's Degree: College of Arts & Sciences - Communication

Jesuit High School, Tampa, Florida, GED, 2017–2021

Cum-Laude, Honor Roll,