

Candidate 4220

Agent for a call center - Progressive Insurance

OH

Authorized to work in the US for any employer

Work Experience

Insurance Agent

State Farm Mutual Automobile Insurance Company - OH

March 2022 to Present

Insurance agent and customer service

Insurance Agent

Allstate Insurance - OH

January 2020 to February 2022

Account manager

Agent for a call center

Progressive Insurance - OH

July 2016 to December 2019

Sales and service Fast paced position.

owner & agent

Insurance Agency

August 1993 to March 2016

Duties: Managing customer accounts, policy reviews and cross selling. Processing policy changes and payments. Renewal review for any rate increases and working with insurance carrier to keep customer rates in check. Commercial and personal lines.

-Managing a \$750,000 book of business. Marketing for new clients and keeping current book profitable.

Risk management. File and agency automation. Overall streamlining of agency workflow.

-Working with several carriers, mortgage companies, and banks to complete customer transactions.

-Processing customer billing and account transactions.

-Claims processing, walking customers through claims process.

Education

license in education

College

1993

High school diploma or GED

Skills

- CSR
- Call Center
- Customer Service
- Marketing
- Data Entry
- Sales
- Insurance Sales
- Risk Management
- Time management
- Account Management
- Underwriting
- Insurance sales
- Inside sales
- Underwriting
- Account management
- Customer service
- Mentoring
- Windows

Certifications and Licenses

Property and Casualty License and life and health

January 1993 to Present