

CANDIDATE 3974

Iowa

PROFESSIONAL SUMMARY

Goal-oriented and attentive insurance professional with 11 years of industry experience also 14+ years of business and customer service maintenance experience. Highly skilled in verbal communication and passionate about providing clients with the services they need with an agent they can trust.

WORK EXPERIENCE

Nov 2021- Present State Farm Agency (Iowa)

Acting as a multiline insurance agent/tm with specialties in life, commercial, ag and claims. Act as intermediary between the clients and the company to ensure effective communication and satisfaction. Conduct interviews to further knowledge of the client to assist in filling missing links within their insurance portfolio. Provide consistent and reliable customer service to maintain and grow the client base of the agency.

July 2017- Present

CFO, Customer Service Liaison and Co-Owner a small business Executing tasks such as booking of jobs, creating bids for prospects, overseeing job sites and labor plus all financial bookkeeping, management, and tracking.

Mar 2018- Nov 2021 Farm Bureau Financial Services

Independent Contract Insurance Agent and CEO/Owner. Accomplishing tasks in roles such as management of employees, advance sales and communication skills with clients, prospects, and corporate office.

Dec 2017- Feb 2020 Community Services

Accounting ClerkCommunity Services. Duties completed involve helping clients with disabilities and mental illnesses. Funding and tracking all their care from state, county and city funding. Fulfilling billing requirements for all programs and running accounting for County offices.

May 2015-Dec 2017 Radio Group

Radio Sales and Marketing representative at Radio Group. Responsible for maintaining a large territory in SE Iowa and a book of 100 plus clients as well as meeting new quotas. I transitioned into the Digital Department as the Digital Marketing/Content Designer and Sales Account Management.

Dec 2012-May 2015 AFLAC

Independent Benefits Agent providing individuals and companies with supplemental benefits to themselves and their employees. Tasks included but not limited to producing sales of supplemental benefits and life insurance, detailed insurance and claims reports and customer service liaison between clients, companies and the departments within AFLAC.

July 2012- July 2020 Regional Health Center

Fulfilled role as an EMT for ORMICS and a phlebotomist with CLS both stationed at ORHC. I had to provide compassionate, high quality emergency care and transport for patients. Ensuring daily tasks are completed within a timely manner. Written and verbal communication with patients, nurses, physicians, and ancillary medical care providers. Serve on several ORHC emergency response teams including Dr. Armstrong (combative subjects), Code Zero (cardiac arrest), and Code Red (fire alarms).

EDUCATION/CERTIFICATIONS

2012- Present

- Property/Casualty License
- Life & Health License
- Annuity Certification
- Insurance License
- Notary Public

2008-2010 Community College

- Phlebotomist & EMT Certifications
- AA/AAS degree in Paramedic/Health Sciences

2010-2012 University

- BA degree
Major: Business-Finance
Minor: Criminal Justice
*credits needed to obtain

SKILLS

*Typing 60-65 WPM (past typing test) *Self motivated

*Social and Digital Marketing and Sales *Professional communication in message, phone or person

*Web Design and Social builds *Independent fast learner * Wonderful team player

*Adobe Pro Suites- Editing Software *CRM *Underwriting and Claims experience

*Microsoft Office (Word, Excel, PowerPoint, Outlook etc.)

*Accounting and Finance Skills

*NECHO & ECRM