

# Candidate 4819 \*\*1-2 LIFE APPS/MONTH\*\*

Licensed Insurance Agent - State Farm experience

## EXPERIENCE

### State Farm Agency

February 2018 - Present

Licensed Insurance Producer

- Prepared quotes for various types of insurance coverage including auto, home, life, health, and commercial policies
- Generated new business by prospecting and cold calling potential client
- Analyzed client's current insurance coverage to identify gaps and recommend appropriate policies to ensure comprehensive protection
- Stayed up-to-date with industry trends, changes in regulations, and new product offerings to provide accurate information and advice to clients
- Educated clients on policy features, exclusions, deductibles, and premiums to help them make informed decisions about their insurance needs
- Assisted clients with claims processing by gathering necessary documentation and liaising between the client and the insurance company
- Conducted annual policy reviews with clients to assess any changes in their circumstances or coverage needs. Utilized CRM software to track leads, manage client information, schedule follow-ups, and maintain accurate records of interactions
- Collaborated with other departments such as underwriting or claims teams when necessary to resolve complex issues or address client concerns
- Managed a high volume of inbound calls from prospective clients seeking insurance quotes or information
- Provided exceptional customer service by promptly addressing inquiries or concerns raised by clients

### Customer Service Company

August 2014 - June 2017

Quality Performance Facilitator

- Monitoring Client Support Professional's inbound and outbound calls to ensure quality standards and goals
- Enhancing Client Support Professional's via Blackboard to improve quality
- Setting up reports to support quality goals and standards
- Team Leadership small and large groups 20 to 80 agents
- Training new agents

### Customer Service Company

September 2013 - August 2014

Performance Facilitator

- Training, evaluating and enhancing other Client Support Professionals; helping their business improve and succeed
- Help increase quality scores and lower Average Handle Time considerably in every project
- Assist Client Support Professionals real time via online chat room
- Successfully creating and utilizing online training technology

### Customer Service Company

September 2009 - September 2013

Independent contractor

- Receiving and processing customer service calls inbound and outbound for clients such as Barnes and Noble, AAA Roadside assistance, Cross Country Home Services, and Road America Roadside Assistance.

### State Farm Agency

February 2001 - October 2003

Licensed Insurance Agent

- Updating, changing, and selling automobile, home and life insurance policies to current and new customer's
- Processing payments
- Keeping records for the lead agent

## EDUCATION

### High School

1997

## CERTIFICATIONS

Licensed Property & Casualty, Life & Health - SC