

Direct Hire: 4816 ** 5-8 LIFE APPS/MONTH **

Commercial Lines Account Manager

EXPERIENCE

USAA

2023 - Present

Remote Commercial Lines Account Manager

- Accomplished Commercial Lines Account Manager with 15 years of insurance industry experience
- Achieved 45% average monthly sales yield and generated \$900k in premiums in 2024
- Proven track record of exceeding sales targets and building strong client relationships
- Expert in identifying client needs and delivering tailored insurance solutions
- Proficient in Cisco UCCE, Genesys, and NICE call routing platforms
- Developed and maintained a strong pipeline of commercial clients through strategic outreach
- Collaborated with underwriters to customize policies and ensure regulatory compliance
- Experienced with major commercial carriers like USAA, Progressive, Liberty Mutual, and Travelers

State Farm Insurance

2013 - 2023

Dispatcher / Claims

- Spearheaded marketing campaigns and channel programs, increasing revenue from \$100,000 to \$250,000 in four years
- Achieved Agency-level and Honor Club recognition for six consecutive years
- Trained new employees on company policies and procedures
- Investigated customer complaints and validated claims
- Built client relationships through referrals and specialized insurance groups
- Assessed client needs by scheduling fact-finding appointments and determining long-term financial goals
- Engaged clients through mail campaigns, phone solicitations, and presentations at company-sponsored events.

CERTIFICATIONS

Property and Casualty Licensed

P&C Licensed in all 50 states

Life and Health Licensed

States of Alabama & Mississippi

Certified Notary Public

CNA

RECOMMENDATIONS

Roles, Activities & Requested Compensation

Reports 50-60 policies/\$60-70k premium/month

Will work REMOTE ONLY in CST or EST time zones

Desires a Sales, Sales Management, or Commercial Sales role with a State @ \$45k+ base, with the ability to earn \$80k+ total

100+ outbound dials/day, 20+ inbound calls with live lead transfers, referral sales, pivot and cross selling, creating lead lists, networking, win-backs, commercial insurance sales, office management, customer service, & reports selling 5-8 new life policies/month