

Bilingual Spanish Hire: 4711 ** 4-5 LIFE APPS/MONTH **

Licensed Customer Relations Representative

EXPERIENCE

STATE FARM

August 2012 - Present

Customer Relations Representative

- Serves as a trusted advisor to businesses, individuals and families for their insurance needs
- Develop, explain and close on insurance quotes with a specialty in multi-lining products
- Consistently exceeds sales goals
- Train and supervise sales and support staff in answering and placing sales calls, accepting payments, and identifying sales opportunities.
- Manage customer inquiries while providing exceptional customer service
- Establish and maintain relationships within the community as a sales technique
- Design and implement marketing strategies to maximize sales opportunities

EDUCATION

HIGH SCHOOL

Diploma

SKILLS

Sales, Customer Service, Customer Relationship Management, Strategies of Marketing, Phone Sales, Profit-Based Sales Targets, Accounting, Customer Account Management, Accounting Ledgers, Deposit Accounts, Tax Return, Income Tax, Workers' Compensation, Budgeting Skills, Knowledge of Finance, Closing of Sales, Advertising Management, Customer Demand Planning, Planning of Accounts, Time Management, Contract Management, Acquisition of Customers, Scheduling, Accounts Receivable, Bank Reconciliation, Billing Processes, General Ledger Documents, Payroll Management, Innovation, Knowledge of Advertising, Marketing, Insurance Management and Aftercare, Team Management, & Carrying out Assessments,

REQUESTED ROLES & COMPENSATION

Desires a Sales or Hybrid role @ \$40-45k base, with the ability to earn \$60k+

ACTIVITIES REPORTED

Reports 25-35 policies/\$35-45k premium/month
Will work REMOTE ONLY in any time zone

Candidate roles include: 100+ outbound dials/day, 20+ inbound calls with live lead transfers referral sales, pivot and cross selling, networking, bundling, creating their own leads, selling & servicing to the Spanish speaking community, & reports selling 4-5 new life policies per month.

CERTIFICATIONS

P&C and Life & Health Licensed

State of Georgia