

# Candidate 4620

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Licensed Insurance Agent

## EXPERIENCE

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### State Farm

*September 2021 - Present*

Insurance Agent

- Sales
- Outbound and inbound calls
- Handling high volumes of accounts
- Hitting monthly quotas or goals
- Service calls
- Reviewing policies
- Customer service
- Marketing
- Calling on past due payments
- Upselling clientele for more preferred products
- Mediating unhappy clientele with claims and settlements
- Efficiently handling high call volumes

### Restaurant

*October 2013 - September 2021*

Assistant Manager

- Team Member orientation, training and mentorship
- Anticipate and identify needs of servers, hostesses and guests
- Offer assistance or coordinate strategy updates in real time to maintain workflow
- Delegate work to staff to optimize flow and ensure a timely dining experiences for guests
- Resolve customer concerns in person or via telephone, rounding of customer tables to address concerns and ensure a positive experience
- Preparation and oversight of daily site opening and closing
- Manage kitchen output and assist the servers in timely delivery
- Coordination of both in house and to go order preparation and delivery
- Reconciling cash and credit card transactions
- Any additional duties assigned as needed by site Manager

### Restaurant

*January 2012 - September 2013*

Server

- Base and reset tables in a busy fast paced restaurant
- Serve multiple guests at one time while providing timely customer service
- Upsold items such as mixed drinks, appetizers to increase revenue productivity
- Provided support to kitchen staff to ensure timely delivery of orders
- Opening and closing duties of restaurant
- Provide excellent customer service by assisting with menu choices, suggesting bar items and delivering accurate and timely food orders
- Cashing out guests via cash and credit card transactions

## SKILLS

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Sales \* Profit-Based Sales Targets \* Upselling Skills \* Sales

Customer Service Skills: Customer Service \* Customer Relationship Management \* User Assistance \* Mediation \* Telephone Skills \* Telephone Call Reception Management \* Insurance Claim Processing \* Order Processing \* Expediting \* Delivery of Orders \* Handling High Volumes of Accounts \* Managing High Stress Situations

Administrative Skills: Task Management \* Presentations \* Mentoring

Other Skills: Marketing \* Banking Services \* Catering Activities \* Cash Register Operation \* Restaurant Operation \* Cooking Skills \* Agriculture