

Candidate 4501

Apartment Leasing Consultant

Address: TX

A goal-oriented professional with a proven track record in insurance sales and client relationship management. With a 1-year tenure at Allstate Insurance, I have excelled in addressing client needs, navigating agency structures, and generating new business. My expertise lies in understanding and selling insurance products, handling complex issues, and meeting sales objectives. I am highly adaptable, with a strong work ethic and exceptional interpersonal skills. I am also proficient in email marketing, new agent training, and policy management. I am seeking opportunities to leverage my skills and experience to facilitate company growth.

EXPERIENCE

ALLSTATE INSURANCE - TX

April 2023 - Present

- Developed and implemented comprehensive insurance plans for clients according to their individual needs, assessing their risk levels and recommending appropriate coverage options.
- Conducted market research to identify competitive rates and benefits offered by other providers, ensuring our policies remained competitively priced.
- Provided customers with detailed information regarding plan features, pricing, and availability, explaining complex technical terms in simple language for easy understanding.
- Educated customers on the importance of maintaining adequate insurance coverage, advising them on the best ways to minimize risks associated with their assets.
- Ensured compliance with applicable laws, regulations, and company policies while selling insurance products, and resolved customer complaints promptly to maintain high satisfaction levels.
- Developed relationships with new clients through cold calling and referrals from existing customers, and maintained accurate records of all insurance transactions using computer software systems.
- Participated in continuing education courses to stay current on industry trends and changes in regulations.
- Analyzed claims data to determine potential areas of improvement for policyholders' protection, generating reports detailing sales activities, client interactions, and progress towards goals.
- Prepared documents such as applications, endorsements, renewals, cancellations, or other forms required by law or company procedures.
- Scheduled meetings with prospective clients to discuss available products and services, explaining different options to encourage the sale of insurance policies that best fit their needs.
- Negotiated contracts between insurers and insured parties to obtain favorable terms for both sides, and responded quickly and accurately to inquiries from clients regarding their coverage plans.
- Processed payments received from clients promptly according to established procedures, and analyzed customer needs to provide the best options, upselling products and services when appropriate.
- Responded to customer inquiries and problems to promote great service, explaining details about documents to engage customers and provide a high level of service.
- Pursued new clients through various marketing strategies to grow the existing portfolio of policyholders, conducting telephone appointments with prospective clients to build rapport and sell insurance services.
- Serviced existing portfolios, assisting members with coverage questions and accurately processing policy endorsements.
- Prepared proposals and conducted closing interviews to sell insurance products, developing fact-finding interviews to determine the need for coverage.
- Stayed abreast of industry changes to amend insurance programs for existing and prospective clients, preparing proposals and conducting closing interviews to increase insurance sales.

TX

4 Years

Apartment Leasing Consultant

- Welcomed potential tenants, addressed their queries, and conducted tours of available apartments, enhancing customer experience and satisfaction.
- Utilized online platforms such as Craigslist and Zillow for advertising vacant units, increasing visibility and occupancy rates.
- Managed rental application process, including reference verification and background checks, ensuring reliable tenant selection.
- Negotiated lease terms and collected security deposits, ensuring a smooth leasing process.
- Adhered to fair housing laws in tenant selection, ensuring legal compliance.
- Maintained comprehensive records of rental activities using property management software, enhancing data accuracy and accessibility.

- Conducted inspections of vacated apartments, ensuring they were left in good condition and ready for new tenants.
- Assisted current tenants with maintenance requests and other inquiries, improving tenant satisfaction and retention.
- Prepared necessary paperwork for new tenants, including leases and move-in/move-out documents, ensuring a seamless transition.
- Coordinated building repairs and improvements, enhancing the property's appeal and value.
- Organized monthly resident events, fostering a sense of community among residents.
- Resolved tenant disputes in a timely manner, upholding company policies and maintaining a harmonious living environment.
- Performed regular inspections of units to ensure proper upkeep by tenants, maintaining property standards.
- Managed rent collection duties, including issuing late or eviction notices when necessary, ensuring timely payments and financial stability.

TX

7 Years 5 Months

Store Manager

- Managed daily store operations, including the execution of opening and closing procedures and proficient handling of cash transactions.
- Monitored inventory levels meticulously and placed orders proactively to ensure shelves were always well-stocked.
- Devised and implemented strategies aimed at maximizing sales and profitability.
- Set high customer service standards and ensured staff adherence to these benchmarks.
- Organized and executed promotional events to boost product awareness and drive sales.
- Addressed and resolved customer complaints promptly and professionally, ensuring customer satisfaction.
- Recruited, trained, and supervised new employees, fostering a productive and efficient work environment.
- Enforced compliance with safety regulations and company policies, ensuring a safe and compliant work environment.
- Implemented efficient systems for tracking stock movement, enhancing inventory management.
- Analyzed financial data to identify areas for improvement, driving business growth and efficiency.

EDUCATION

High School - TX

GED

SKILLS

- Professional Skills: Customer Service, Sales, Safety Principles, Cold Calling Sales, Customer Demand Planning, Upselling Skills, Insurance Sales, Insurance Management and Aftercare, Strategies of Marketing, Telephone Skills, Contract Management, Insurance Claim Processing, Risk Analysis, Fact-Finding, Strategies of Pricing, Knowledge of Education, Cash Register Operation, Retail Commerce, Sales Promotion, Financial Data Analysis, Product Strategies, Stock Control, Evictions, Fair Employment and Housing Act (FEMA), Knowledge of Leasings, Property Management, Rent Collection, Deposit Accounts, Maintenance, Customer Account Management, Customer Relationship Management, Customer Retention, Profit-Based Sales Targets, Asset Protection, Training Activities, Cross Selling, Generation of Leads, Sales Strategy, Time Management, Brand Management, Direct Marketing, Marketing, Policy Governance IT Skills: Software Applications, Software Systems, Cypress (Programming Language)

CERTIFICATIONS

Licensed Insurance Agent