

Candidate 4485

TX

To obtain a position as a team-player in a people oriented organization where I can maximize my customer-service experience in a challenging environment to achieve corporate goals. Very dependable, I train easily and can adapt to many different work environments. I work well in a group, or solo tasks with little or no supervision. Professional with several years of experience in the

Operations

Management Insurance industry, specializing in Windstorm and Flood. Expertise includes customer relationship management, training, development, and sales strategies to grow revenue. Self-motivated and organized leader able to set goals and objectives to accomplish them. Great time management skills; ability to multi task efficiently in a fast paced environment. Recognized as one who exceeds performance standards and maintains a high level of professionalism even under pressure by effectively prioritizing multiple tasks simultaneously in order to achieve corporate objectives

Work Experience

Insurance Broker

TX

July 2023 to Present

Review clients current insurance portfolio and renewals. Give recommendations in coverage based on each individual client needs. Work with over 30 carriers for auto, home, commercial and general liability. Handle incoming and outgoing phone calls and assist with general office support.

Associate Agent

Allstate Insurance- TX

5 Years

Assessing insureds current insurance portfolios, identifying coverage gaps, and recommending adjustments or additional coverages to make sure insured and their assets are properly protected. Servicing current insureds policies, processing endorsements, and taking payments. Versed in flood and windstorm policies

Office Manager

TX

1 Year

Manage and train 3 employees as well as maintaining scheduling. Underwriting and review of new policies to make sure all supporting documents are attached. Handle customer inquiries and address concerns. Monthly reports of policies written and canceled, daily/monthly balancing of office bank account, deposits and expenses. Basic payroll.

Licensed Sales Producer

State Farm- TX

3 Months

Customer acquisition, reviewing of policies to determine needs of the customer, cold calling, lead management, payments, and to assist customers with policy changes.

Licensed Sales Producer

Allstate Insurance - TX

3 Years

Responsibilities

As the Agency is located inside a Chevrolet dealership, we are able to quote every customer who purchases a vehicle with us and compare coverage's. I have pulled my own leads through social media as well as within the community to grow my personal book in the office. I follow up on any questions the customers might have and resolve any issues they might come across.

Customer service skills are what I mostly use in my position. A lot of the position is self motivated so I have to constantly be working and looking for new business. Computer skills, including excel, word, and proficiency in 10key.

CIC Sales Agent

Allstate Insurance- TX

6 Months

Outbound prospecting of business from generated leads. Binding Auto/Homeowners/Renters policies and providing quotes.

Independent Insurance Agent

TX

2 Months

Prospecting businesses for potential new businesses. Servicing existing accounts to sell or replace policies as well as deleting policies per insured requests.

Customer Service Representative

TX

8 Months

Quoting auto insurance requests. Selling new policies as well as servicing existing policies. Balancing nightly deposits. Aquired P&C license

Customer Service Representative

TX

1 Year 6 Months

Assist customers with electronic purchases as well as accessories, cellular sales, cashier and deposits.

Customer Service Representative

TX

2 Years 4 months

Assist customers with questions or concerns regarding cellular phone plans, bills, or service.

Rides Attendant

TX

2 Years 7 Months

Assisted guests on/off ride attraction as well as operated ride from main control room.

Am able to work well with others while also completing solo tasks, operate office equipment, file, excellent phone etiquette, exceptional computer skills, proficient use in works computer programs, excel, power point.

WPM >40

Education

Biology

College - TX

Skills

- Insurance Sales
- Inside Sales
- Computer Skills
- Operations management
- Cold calling
- Typing
- Outbound Sales
- Customer acquisition
- Communication skills
- Time management
- Phone Etiquette
- 10 Key Data Entry
- Sales
- Underwriting
- Upselling
- B2B sales
- Upselling
- Management
- Relationship management
- Outbound sales
- Cold Calling
- Underwriting
- Microsoft Excel
- Inside sales
- Insurance sales
- Microsoft Office

- Outside sales
- Administrative Experience
- Customer relationship management
- Office management
- Organizational skills
- Data entry
- Salesforce
- Office Management
- Account management

Certifications and Licenses

Insurance Producer License

Property & Casualty License

Personal Lines License