

Candidate 4479

TX

Results-driven and customer-focused insurance professional with a proven track record in sales and exceptional service. Seeking a challenging position as an insurance specialist to leverage my skills and expertise in driving revenue growth and delivering outstanding client satisfaction.

Work Experience

Insurance Sales and Customer Service Representative

State Farm-Remote

November 2019 to January 2023

- Demonstrated exceptional ability to proactively prospect and qualify leads, successfully building a robust client base.
- Utilized consultative selling techniques presenting comprehensive ranges of insurance policy solutions.
- Proven track record of maintaining positive client relationships by delivering prompt and accurate responses to inquiries and concerns, resulting in high customer satisfaction and retention.
- Demonstrated in-depth knowledge of insurance products, policies, and coverage options to effectively advise clients.
- Expertly addressed customer inquiries and concerns through effective communication with underwriting and claims departments, driving high customer satisfaction and informed decision-making.
- Consistently drove revenue growth by conducting regular policy reviews, proactively identifying upselling and cross-selling opportunities for additional coverage, resulting in increased sales and profitability for the company.

Office Manager/Billing Specialist

TX September

4 Years

- Proficient in medical office operations, healthcare regulations, HIPAA compliance, and insurance claims processing.
- Demonstrated excellent verbal and written skills, fostering positive interactions with patients, staff.
- Exhibited strong organizational skills in managing day-to-day operations, patient records, scheduling, and billing.
- Provided exceptional customer service, promptly addressing inquiries and resolving issues to ensure a positive patient experience.

Education

Bachelor's degree in Mathematics

OK

Associate in General Studies in General Studies

OK

Skills

- Problem-solving and conflict resolution expertise
- Excellent interpersonal and communication skills
- Proficient in insurance products and coverage options
- Detail-oriented and organized approach to work
- Customer-focused and relationship-building abilities
- Knowledge of insurance industry regulations and compliance
- Strong sales and negotiation skills
- Upselling
- Math
- Insurance Sales
- Inside Sales
- Communication skills
- Upselling
- Customer service
- Phone etiquette
- Organizational skills
- CRM software
- Salesforce
- Medical Office Experience
- Cold Calling
- Outside Sales

Certifications and Licenses

Property & Casualty License

October 2019 to October 2025

Life & Health Insurance License

October 2019 to October 2025

Personal Lines License