

# Candidate 4461

FL

## PROFILE

Sales professional with exceptional customer service and sales skills seeking to provide premier service to clients. Excellent written and verbal communication skills and always strives for customer satisfaction.

## EXPERIENCE

### DIRECTOR OF OPERATIONS 06/2023 TO CURRENT

- Developed and executed comprehensive business strategies, including implementing a graphic artists internship program and training sales lead generators. These initiatives resulted in a 50% increase in annual revenue.

### AGENCY MANAGER STATE FARM INSURANCE & FINANCIAL SERVICES 18 years

- Exceptional leadership skills with a strong ability to motivate and lead a sales team.
- Defined service standards for team members and continuously monitored their goals, performance and other metrics.
- Managed 12 Key Accounts with an annual billing of 8 million. Through an unwavering commitment to providing the best client experience and collaborating across different departments to build long-term relationships and drive business growth.
- Consistently exceeded sales goals, which led to an invitation to try out for the agency ownership pool. After undergoing an arduous process involving background and financial checks, as well as writing and presenting a comprehensive business plan, I was approved for the agency ownership pool.

## EDUCATION

Bachelor of Science (BS) in Business Administration –  
*Minor in Marketing*

Certified National Pharmaceutical Representative CNPR

## LICENSES

License 2-15 (Life, Health & Annuity)  
License 2-20 (Property & Casualty)  
Notary

## Skills

- Goal Oriented
- Entrepreneurial Spirit
- Innovative Problem solving
- B2B & B2C Account Management
- Sales Processes
- Product Lines Presentations
- Self-Starter
- Time Management
- Organization – Attention to Detail
- Flexibility
- CRM Systems
- Salesforce, Applied & AMS360
- Microsoft Office 365

## ACTIVITIES

As an avid networker and people person, I am passionate about attending events, building relationships and identifying new business opportunities. I enjoy reading sales and marketing blogs, researching industry trends and developing new sales strategies to stay ahead of the competition.