

# Candidate 4393

AL

## Work Experience

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### **Insurance Producer**

Allstate Insurance - AL  
July 2023 to Present

1. Makes outbound calls daily to create insurance sales
2. Work with other carriers to assist my clients in properly insuring their home and autos
3. Assist current clients in making changes to current policies
4. Explain in detail to client while making a sale exactly what they are paying for and what the coverages mean

### **Customer Service Representative/Sales**

State Farm Mutual Automobile Insurance Company - AL  
July 2019 to July 2023

1. Field inbound calls to service existing customer accounts
2. Life/health policy specialist servicing all life policies, writing new policies and handling death claims
3. Handling billing issues as well as questions regarding coverages and renewals
4. Writing new auto policies and renters policies
5. Fully licensed with P&C and Life/Health since July 2019

### **Customer Service Representative**

Community Bank - AL  
February 2012 to July 2019

1. Fielded calls and responded to client requests for products, services, and information
2. Accessed the need for products based on customer relationship
3. Provided primary customer support to internal and external customers in a fast paced environment
4. Back up teller when short staffed

### **Teller/Vault Teller**

Bank - AL  
July 2011 to February 2012

### **Bank Teller/Vault Teller**

Bank - AL  
October 2008 to July 2011

1. Depositing and cashing customer checks
2. Researching transactions to answer customer questions
3. Ordered customer checks and debit cards
4. Daily balancing of teller drawer
5. Ordered, maintained and dispensed money from the vault to the whole branch and the atm

## Education

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### **Bachelor's degree in Psychology**

University - AL

August 2006 to May 2008

## Skills

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- Great customer service skills
- Works well in a fast paced environment
- Problem solving skills
- Great at finding sales needs
- Professional telephone demeanor
- Upselling
- Underwriting
- Microsoft Outlook
- Microsoft Word
- Banking
- Customer service
- Typing
- Sales
- Research
- Communication skills
- Analysis skills
- Negotiation

## Certifications and Licenses

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### **Property & Casualty License**

### **Life & Health Insurance License**