

Candidate 4211

WV

Work Experience

Licensed Insurance Agent

State Farm Mutual Automobile Insurance Company - WV
May 2023 to Present

Customer Service Representative

Handyman - WV
April 2022 to Present

- Performed data entry for customer information and orders
- Managed client records
- Set up client appointments
- Performed customer service surveys
- Provided policy and service information
- Assisted customers with a warm and professional attitude
- Answered general questions
- Answered calls from customers

Customer Service Representative

Bank - WV
August 2021 to Present

Banker II

Bank - WV
July 2018 to September 2020

- Proactively driving sales through walk-in customers, pre-set appointments, referrals from customers and colleagues
- Educating and referring customers to other areas of the bank to deepen relationship
- Provide excellent customer service
- Adhering to all operational, security, risk and regulations
- Maintain knowledge of all products and services.

Office Manager

State Farm Insurance - WV
June 2016 to August 2018

Licensed sales professional. Duties include marketing, sales and customer service.

Licensed Sales Professional

Allstate - WV
January 2016 to June 2016

Licensed in P&C as well as life. Consistently drive new business meeting and exceeding expectations each month.

Lead Agent

Auto and Life - SC

March 2015 to February 2016

Consistently demonstrate outstanding customer service

- Exceeds expectations in upselling and performance
- Adaptable and flexible
- Dependable

Sales Associate

February 2014 to March 2015

Met sales goals each month

- Helped assist credit approval process
- Help drive new business
- Excellent customer service reviews

Manager

August 2011 to February 2014

Top performer for 2013

- Assisted in the buying process
- Top collections agent
- Consistently met and exceeded sales goals
- Shipping and Receiving merchandise on a weekly basis

Education

Diploma in English

University

August 2009 to December 2011

High school diploma

High School

May 2008

Skills

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- Management (4 years), Sales (6 years), Customer Service (6 years), Microsoft Office (8 years), Quicken (Less than 1 year)
 - Strong computer skills and working knowledge of MS office applications
 - Knowledge of Insurance laws, regulations and processes.
 - Great leadership qualities
 - Skilled in Shipping and receiving merchandise

- Strong Collections background
- Customer Service
- Loan processing
- Loan origination
- Underwriting
- Banking
- Loan Officer Experience
- Account Management
- Management
- Fair Housing Regulations
- Credit Analysis
- Tax Experience
- Insurance sales
- Account management
- Upselling

Certifications and Licenses

Insurance Producer License

Property & Casualty License

Life & Health Insurance License

Assessments

Customer focus & orientation — Proficient

April 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Customer service — Proficient

April 2021

Identifying and resolving common customer issues

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.