

Candidate 4167

Excellent communicator and dependable team player with strong understanding of insurance industry. Adept at building relationships with clients, and others while delivering outstanding service. Highly organized and detail-oriented with strong ability to identify potential risks and develop solutions.

Work Experience

Licensed Insurance Producer

State Farm - PA Aug 2022 to

Present

- Provided detailed information about company insurance products.
- Set up policies and complete all documentation.
- Adhered to all regulations for insurance sales.
- Worked in a high-volume, competitive sales environment.
- Built relationships with clients using active listening and issue resolution to provide excellent service.
- Obtained underwriting approval by completing application for coverage.
- Determined client needs and financial situations by listening to and scheduling fact-finding appointments.
- Analyzed customer needs to provide customized insurance solutions.
- Calculated premiums and established payment methods for sales.
- Finalized sales and collected necessary deposits.
- Negotiated contracts and terms of sale with potential customers.
- Identified and solicited sales prospects in agency databases.
- Attended continuing education courses and workshops to gain additional insurance industry knowledge.
- Provided coverage option information to assist clients in protecting assets.
- Generated quotes and proposals for clients to match individual needs.
- Registered customer information on database to enable tracking history and maintain accurate records.

Therapeutic Recreation Assistant

Communities - PA April 2022 to Aug 202232

- Assists with the Therapeutic Recreation programs as directed by the Therapeutic Recreation Supervisor.
- Plans, organizes and implements regularly scheduled day and evening programs, seven days a week and holidays.

- Organizes and coordinates special outings and accompanies Residents on outings such as lunch outings, sightseeing rides, or picnics to make Residents aware of available recreational resources per supervisor request.
- Documented patient information, treatment plans, and patient responses.
- Delivered brief interventions to help clients develop healthy coping skills.
- Tracked progress according to goals for interventions.
- Assessed clients' mental health needs, developed treatment plans and monitored progress.
- Developed strategies to help patients cope with stress and anxiety and build resilience.
- Guided clients in development of skills and cognitive behavioral therapy techniques.
- Built and maintained therapeutic relationships, fostering positive, supportive and empowering client environments.
- Maintained client confidentiality to protect patient privacy.
- Supported clients in developing coping skills to help patients manage life challenges and difficulties.
- Maintained and updated patient records, changes in service plans and treatment reports.

Coordinator

Companies - South Carolina August

2021 to March 2022

- Role models exceptional customer service
- Creates a positive internal and external customer experience.
- Promotes a culture of honesty and integrity; maintains confidentiality.
- Takes an active role in training and mentoring Associates on front end principals using appropriate company resources and tools.
- Trains and coaches Associate on personalizing the customer experience while promoting loyalty programs.
- Assigns registers, supports and responds to POS coverage needs, and coordinates breaks for all Associates.
- Addresses customer concerns and issues promptly, ensuring a positive customer experience.
- Ensures Associates execute tasks and daily activities in accordance with store plan; reprioritizes as needed.
- Communicates accurately and effectively with management and Associates when setting and addressing priorities; provides periodic progress updates.
- Provides and accepts ongoing recognition and constructive feedback.
- Partners with Management on Associate training needs to increase effectiveness.
- Ensures adherence to all labor laws, policies, and procedures.
- Promotes credit and loyalty programs during customer interactions.
- Supports and participates in store shrink reduction goals and programs.
- Promotes safety awareness and supports maintenance of a risk-free environment.

- Performs other duties as assigned.

Administrative Assistant

In-Home Care - SC September 2021
to January 2022

- Managed day-to-day operations of clients.
- Responded to emails/faxes.
- Handled phones and faxes.
- Ordered and distributed work orders
- General clerical support duties include filing, faxing, scheduling and placing orders.

Asst. Customer Service Manager

FL April 2021 to July 2021

- Coordinate daily Front of the House and Back of the House restaurant operations.
- Deliver superior service and maximize customer satisfaction.
- Respond efficiently and accurately to customer complaints.
- Regularly review product quality and research new vendors
- Organize and supervise shifts.
- Appraise staff performance and provide feedback to improve productivity.
- Estimate future needs for goods, kitchen utensils and cleaning products.
- Ensure compliance with sanitation and safety regulations.
- Manage restaurant's good image and suggest ways to improve it.
- Control operational costs and identify measures to cut waste.
- Create detailed reports on weekly, monthly and annual revenues and expenses.
- Promote the brand in the local community through word-of-mouth and restaurant events.
- Recommend ways to reach a broader audience (e.g. discounts and social media ads)
- Train new and current employees on proper customer service practices
- Implement policies and protocols that will maintain future restaurant operations.

Education

High School Diploma

High School - FL Class of 2020

Skills

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- Spanish & English Fluency
- Sales Proficiency
- Sales Expertise
- Relationship Building
- Insurance product knowledge
- Problem-solving abilities
- Adaptability
- Team collaboration
- Policy analysis
- Data analysis
- Goal setting
- Organizational skills
- Time management
- Multitasking
- Customer service
- Active listening
- Attention to detail.
- Empathy and understanding
- Financial planning
- Client Relations
- Customer Follow-Up
- Quotes and Sales
- Organizational Skills
- Microsoft Office
- Home health
- Teaching
- Event Planning
- Math