

Direct Hire Candidate: 4941 **5-7 LIFE APPS/MONTH**

Licensed Team Member/Agent Aspirant

EXPERIENCE

Medical Facility

February 2024 - Present

Patient Service Specialist

- Check patients in and out of appointments, ensuring a smooth and efficient check-in/check-out process.
- Verify insurance information to ensure accurate billing and coverage.
- Schedule future appointments for patients within Cleveland Clinic, accommodating their needs and preferences.
- Collect copayments and process payments accurately and efficiently during patient visits.

State Farm

January 2022 - January 2024

Licensed Team Member/Agent Aspirant

- Build and maintain strong relationships with clients, ensuring their insurance needs are met.
- Relay product knowledge to prospects and clients, helping them make informed decisions about their coverage.
- Understand and manage the financial responsibilities of the agency, ensuring financial goals are met.
- Sell a range of insurance products, including property, casualty, life, and health insurance.
- Provide exceptional customer support through email and phone calls, addressing inquiries and concerns.
- Cold call and warm call customers to generate new business and follow up on leads.

Health Benefits Administration Company

January 2021 - September 2021

Member Advocate

- Assisted clients and healthcare providers with medical insurance claims, benefits, and eligibility through phone and computer communication.
- Managed a high volume of calls from clients and providers, ensuring prompt and accurate responses.
- Worked efficiently in a fast-paced environment, maintaining productivity and attention to detail.
- Humanized every interaction, providing empathetic support to clients and providers.
- Effectively handled high-stress situations while maintaining professionalism and quality service.

EDUCATION

High School

Diploma

CERTIFICATIONS

P&C, Life & Health Licensed in State of OH

ROLES, ACTIVITIES AND DESIRED COMPENSATION

Reported: 40-50 policies/\$40-50k premium/month

Will work REMOTE in EST, CST, or MST **MUST OFFER MEDICAL OR STIPEND

Agency Aspirant desires a Sales role with a State Farm Agency @ \$40k+ base, with the ability to earn \$60k+ total

50+ outbound calls/day, 20+ inbound calls with live leads, pivot and cross selling, lead generation, re-quotes, win-backs, customer service and reports selling 5-7 new life policies per month.