

Direct Hire Candidate: 4929

Licensed Agency Lead

EXPERIENCE

State Farm

May 2018 - Present

Licensed Agency Lead

- Assisted in overseeing a team, providing mentorship, training, and support to ensure high productivity and job satisfaction.
- Efficiently managed day-to-day office operations, including resource allocation and workflow optimization, to maintain smooth and efficient office functions.
- Developed and implemented strategies to enhance customer satisfaction, addressing complex client inquiries and concerns while ensuring adherence to State Farm's high standards of service.
- Maintained comprehensive knowledge of State Farm insurance products and services, offering accurate guidance to clients regarding policy selection, claims processing, and renewals.
- Addressed and resolved office issues, using strong problem-solving skills to foster a positive and productive work environment.

Cash Services

January 2015 - May 2018

Assistant Store Manager

- Supervised and motivated a team, handling training, scheduling, and performance management to ensure a high-performing and cohesive team.
- Delivered exceptional customer service, resolving issues, addressing inquiries, and ensuring a positive shopping experience.
- Developed and implemented customer service strategies to enhance satisfaction and loyalty.
- Oversaw daily store operations, including inventory management, cash handling, and merchandising, implementing efficient processes to optimize performance and meet operational targets.
- Monitored and analyzed sales data, set sales goals, and developed strategies to drive revenue growth, while managing store budgets, controlling expenses, and ensuring profitability.

Insurance Company

January 2014 - November 2014

Agency Manager

- Supervised and mentored a team of 4 agents, improving performance and fostering collaboration.
- Oversaw daily operations, streamlined processes, and ensured efficient office management.

EDUCATION

College

Associate's Degree

CERTIFICATIONS

P&C, Life & Health Licensed in States of MO, KS

ROLES, ACTIVITIES AND DESIRED COMPENSATION

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

Will work REMOTE in CST or EST time zones **MUST OFFER HEALTH OR STIPEND

Desires a Sales role with a State Farm Agency @ \$45-50k+ base, with the ability to earn \$70k+ total

60+ outbound dials/day, 20+ inbound calls with live leads, referral sales, pivot and cross selling, bundling, sales management, and customer service.