

# Direct Hire Candidate: 4902

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Licensed Remote Customer Account Executive

## EXPERIENCE

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### Allstate

September 2017 - Present

Licensed Remote Customer Account Executive

- Consistently exceeded monthly and annual sales goals, driving revenue growth and contributing to the overall success of the agency.
- Built and maintained strong, long-term relationships by offering personalized insurance solutions and addressing individual client needs across auto, home, life, and other policies.
- Regularly achieved performance criteria for office bonuses, including sales volume, customer retention, and satisfaction metrics.
- Delivered top-tier customer service by promptly addressing inquiries, resolving claims issues, and ensuring client satisfaction. Managed accounts accurately and facilitated necessary policy adjustments.
- Identified and pursued new business opportunities through cold calling, referrals, and networking, consistently expanding the client base and enhancing customer acquisition.
- Stayed informed on Allstate's products and services, including new offerings and policy updates, ensuring accurate information and expert recommendations for customers.
- Collaborated with the team to design and implement targeted sales strategies tailored to customer demographics, market trends, and business goals.
- Managed and organized customer files, ensuring all documentation was complete, up-to-date, and compliant with company policies and industry regulations.

### Sales & Service Provider

April 2019 - January 2021

Administrative Assistant

- Supported daily office operations by assisting with administrative tasks and ensuring a smooth workflow.
- Managed filing, billing, and payment processing, ensuring all transactions were accurately recorded and completed on time.
- Coordinated scheduling for services ensuring timely and efficient appointments.
- Tracked and managed paperwork, ensuring all required documents were completed, processed, and sent/received from customers promptly.
- Assisted with placing orders for inventory and custom products, ensuring timely delivery and stock availability.
- Restocked sales shelves and inventory for service technicians, ensuring materials and products were well-organized and accessible.
- Maintained a clean and organized work environment, ensuring efficiency and productivity in daily operations.
- Proficient in QuickBooks, handling invoicing, billing, and financial tracking tasks.

## EDUCATION

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### High School

Diploma

## CERTIFICATIONS

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### P&C Licensed in State of MI

## ROLES, ACTIVITIES AND DESIRED COMPENSATION

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Reported: 20-30 items/\$25-35k premium/month

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with an Allstate Agency @ \$40-45k base, with the ability to earn \$65k total

70+ outbound calls/day, 20+ inbound calls, pivot and cross selling, lead generation, referral sales, and customer service.