

# Direct Hire Candidate: 4884 \*\*2-3 LIFE APPS/MONTH\*\*

Licensed Team Member

## EXPERIENCE

### State Farm

May 2018 - Present

Licensed Team Member

- Proficient in all insurance types, systems, and processes, ensuring thorough understanding of various insurance products.
- Host public events to educate the community about life and health insurance, fostering awareness and engagement.
- Assisted clients with claims, adjusted coverage as needed, and provided exceptional general customer service.
- Created customized insurance programs tailored to each client's unique requirements and preferences.
- Maintained accurate client records and databases, ensuring up-to-date information for ongoing service.
- Stayed informed about insurance industry trends, changes in regulations, and product updates.
- Utilized multi-line strategies to combine policies, helping clients save on premiums while maximizing coverage.
- Made outbound calls daily, focusing on pivoting and cross-selling, developing leads, and providing outstanding customer service.

### Staffing Company

January 2017 - July 2018

Technical Support

- Addressed customer inquiries, resolved problems, and provided information on new products and services.
- Interacted with customers in person and via telephone, ensuring clear communication and efficient resolution of concerns.
- Responded to incoming sales leads, as well as requests for technical support.
- Identified and resolved technical issues using a variety of diagnostic tools, ensuring quick and effective solutions.
- Appropriately documented all customer interactions, transactions, and relevant details for future reference.
- Troubleshoot customer inquiries related to software and hardware issues, providing accurate solutions and enhancing customer satisfaction.

### Staffing Company

August 2015 November 2017

Loss Mitigation Specialist

- Submitted loan applications to underwriting for verification and recommendations, ensuring compliance with company policies and regulatory standards and requirements.
- Maintained and organized a database of loan applicants relevant financial information for review and processing.
- Ensured that all financial documentation and processes met compliance guidelines.

## EDUCATION

### High School

Diploma

## CERTIFICATIONS

**P&C, Life & Health Licensed in States of IN, WA, AZ, OR**

## ROLES, ACTIVITIES AND DESIRED COMPENSATION

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

Will work REMOTE in any time zone

Desires a Sales role with a State Farm Agency @ \$40-45k base, with the ability to earn \$65k+ total

A seasoned State Farm team member seeking a remote role. 60+ outbound calls/day, pivot and cross selling, lead generation, multi-lining, customer service & reports selling 2-3 new life policies per month.

## SKILLS

- Professional Skills: Sales, lead generation, prospecting, appointment setting, sales presentations, closing techniques, cross-selling, active listening, customer service, conflict resolution, Microsoft Office