

# Direct Hire Candidate: 4880

Licensed Senior Policy Advisor

## EXPERIENCE

### Allstate

July 2019 - Present

Licensed Senior Policy Advisor

- Successfully opened and managed a scratch agency, establishing a foundation for growth and profitability.
- Implemented policies and best practices for staff to ensure consistency, efficiency, and adherence to company standards.
- Self-taught underwriting guidelines, customer service strategies, and company policies to maintain compliance and effective operations.
- Determined eligibility for new customers, ensuring accurate assessments and seamless onboarding processes.
- Collected and organized trailing documents for new policies to ensure timely and complete applications.
- Excelled in customer care, going beyond assigned responsibilities to meet client needs and ensure satisfaction.
- Consistently exceeded sales goals at all levels.
- Dedicated time to strengthening industry expertise through self-guided learning, formal training, and industry conferences.

### Food Service

August 2015 - Present

Staff

- Collaborated closely with team members to ensure an exceptional guest experience in a fast-paced environment.
- Anticipated and addressed customer needs promptly, maintaining a high level of satisfaction.
- Effectively communicated with team members to streamline operations and deliver top-notch service.
- Managed and accurately closed out all funds at the end of the day, ensuring proper cash handling and reconciliation.

### Restaurant

October 2012 - June 2015

Front of House Manager

- Hired and trained front-of-house staff, ensuring proper onboarding and integration into the team.
- Developed and implemented successful sales campaigns aimed at increasing revenue and customer satisfaction.
- Educated front-of-house staff on menu offerings and sales strategies to boost overall sales performance.
- Managed payroll on a weekly basis, ensuring accuracy and timeliness of employee compensation.
- Monitored and controlled labor costs, optimizing staffing levels to meet operational needs while staying within budget.

## EDUCATION

### High School

Diploma

## CERTIFICATIONS

**P&C Licensed in States of NY, OH, PA, TN, VA, NC, MD**

## ROLES, ACTIVITIES AND DESIRED COMPENSATION

Reported: 35-45 items/\$35-45k premium/month

Will work REMOTE in EST or CST time zones

Desires a Sales role with an Allstate Agency @ \$40-45k+ base, with the ability to earn \$70k+ total

5+ years Allstate insurance producer seeking a remote position w/Allstate agency. 40+ outbound dials/day, inbound calls w/live lead transfers, pivot and cross selling, bundling, referral sales, lead generation, & customer service.

## SKILLS

- Professional Skills: Casualty Insurance, Financial Underwriting, Customer Service, Profit-Based Sales Targets, Payroll Management, Sales, Employee Onboarding, Stock Control, Scheduling, Sales Campaigns, Income Statements, Upselling Skills