

# Bilingual Spanish Hire: 4866

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Licensed Sales Representative

## EXPERIENCE

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### Allstate

*May 2018 - October 2024*

Licensed Sales Representative

- Built strong, lasting relationships ensuring repeat business by delivering exceptional service and value.
- Provide a high-quality guest experience, ensuring that each customer interaction was positive and memorable.
- Articulated product features and benefits with clarity, based on customers' needs and interests.
- Applied company policies effectively, using them to maximize both customer satisfaction and operational efficiency.
- Answered phone calls promptly when not assisting a customer, handling guest issues such as claims, billing inquiries, and other needs with professionalism.
- Managed challenging customer situations with empathy and skill, ensuring that even upset or disgruntled clients received a positive experience and resolution.
- Acted in the best interest of both the customer and the company, balancing client satisfaction with company goals.
- Assisted in the successful opening of new agencies by training employees, managing workflow, and ensuring strict compliance with company policies and industry regulations.
- Trained new hires in customer service and compliance, emphasizing the importance of ethics and Allstate core values.

### Luxury Boutique

*August 2015 to April 2018*

Sales Consultant

- Successfully built a large customer base, maximizing revenue by fostering strong client relationships and delivering exceptional service.
- Clearly communicated the features and benefits of all products, making tailored recommendations.
- Recognized buying signals and confidently closed sales, taking into account budget and product specifications to provide a satisfying guest experience.
- Demonstrated a thorough understanding of company policies, utilizing them to maximize both operational efficiency and customer satisfaction.
- Addressed issues such as repairs and receipt discrepancies with professionalism and care.
- Acted in the best interest of both the guests and the company, ensuring a balanced approach to client satisfaction.
- Skillfully handled challenging customer situations, ensuring that even disgruntled clients received excellent service and satisfactory resolutions.

### Retail Store

*April 2015 - August 2015*

Sales Associate

- Built strong, lasting relationships with customers, encouraging repeat visits and fostering loyalty to the store.
- Studied the company's history to inform and educate customers, providing comprehensive knowledge about the brand and its products.
- Acted as a product consultant, clearly articulating product features and benefits to guide customer choices effectively.
- Recommended additional products to enhance the primary purchase, ensuring customer needs were fully met.
- Adapted to each customer's pace, working with them patiently to ensure all their needs were addressed.

## EDUCATION

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### High School

Diploma

## SKILLS

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- Professional Skills: Sales Goals, Client Expectations, Creative Thinking, Up-selling, Graphic Design, Sales, Budgeting Skills, Customer Service, Customer Experience, Telephone Skills, Billing Processes, Insurance Claim Processing, Maintenance, Sales Promotion, Mentoring, Training Activities, Product Planning, Consulting, Electronics, Profit-Based Sales Targets, Upselling Skills, Insurance Management and Aftercare, Managing Client Expectations, Beverage Products, Articulation IT Skills: Adobe Photoshop, Adobe InDesign