

Direct Hire: 4851 **1-2 LIFE APPS/MONTH**

Licensed Customer Relations Representative

EXPERIENCE

State Farm

July 2018 - Present

Licensed Customer Relations Representative

- Licensed service and sales staff dedicated to providing exceptional customer service to current clients.
- Strong focus on sales efforts to attract and engage potential customers effectively.

Insurance Company

October 2014 - May 2018

Licensed Agency Representative

- Manage office operations, including greeting visitors and addressing telephone and in-person requests for information.
- Actively solicit new business from both existing and prospective customers to enhance agency growth.
- Process applications, payments, corrections, endorsements, and cancellations efficiently.
- Design and maintain an organized electronic file system, ensuring both electronic and paper files are up to date.

Insurance Company

February 2008 - June 2010

Sales Representative

- Negotiated and finalized renewal proposals with clients and underwriting teams.
- Maintained strong working relationships with internal partners in Underwriting, Claims, and Customer Service.
- Created comprehensive sales proposals, correspondence, and reports to support business objectives.
- Addressed customer inquiries regarding products, pricing, and availability, ensuring satisfaction.

Insurance Company

June 2005 to November 2007

Account Executive

- Created, maintained, and presented analytical reports for client financials to provide insights and support decision-making.
- Collaborated closely with carriers to negotiate renewals and secure new business placements.
- Assisted clients with service or claims issues, ensuring timely resolution and satisfaction.

EDUCATION

High School

Diploma

SKILLS

- Professional Skills: Sales, Customer Service, Insurance Claim Processing, Business Development, Knowledge of Finance, Negotiation Skills, Financial Underwriting, Greeting of Guests, Telephone Skills, File Organization, Insurance Management and Aftercare, Electronics, Sales Development, Billing Processes, Portfolio Management, Strategies of Pricing, Medical Billing and Coding, Front Office, Medical Terminology, Accounting, Streamline, Health Care, Managing Client Expectations, Customer Account Management, Customer Relationship Management, Financial Modeling, Well-being and Personal Care, Budgeting Skills, Business Correspondence IT Skills: File Systems, Salesforce.Com, Microsoft Office, Microsoft Excel

CERTIFICATIONS

P&C, Life & Health Licensed in State of MO

ROLES, ACTIVITIES AND DESIRED COMPENSATION

Reported: 50-60 policies/\$50-60k premium/month
Will work REMOTE in CST, MST, or PST time zones

Desires a Sales or Hybrid role with a State Farm Agency @ \$42-45k+ base, with the ability to earn \$75k+ total

20+ outbound dials/day, 20+ inbound calls, pivot and cross selling, referral sales, bundling, commercial sales, networking, customer service & reports selling 1-2 new life policies/month