

Direct Hire Candidate: 4843

Licensed Sales Producer

EXPERIENCE

State Farm

April 2023 - Present

Licensed Sales Producer

- Utilized strong communication and interpersonal skills to deliver superior customer service.
- Developed an advanced understanding of products and services to effectively address customer objections and competitive inquiries.
- Built and managed an accurate sales pipeline to maintain a high volume of activity.
- Secured new business by clearly articulating the full value of the company's capabilities to prospects.
- Utilized [Software] to manage sensitive client information and update both existing and new client profiles.
- Designed customer retention strategies aimed at reducing attrition rates.
- Developed successful approaches for identifying and converting prospective clients into long-term customers.

Call Center

December 2022 - March 2023

Representative

- Achieved high satisfaction ratings by proactively resolving customer issues in a single call.
- Adhered to company policies and scripts to consistently meet call-time and quality standards.
- Performed various clerical duties, including filing, faxing documents, and creating customer databases.
- Attended training sessions on telephone skills and program information to enhance proficiency.
- Compiled status and performance reports for team leaders to highlight company strengths and weaknesses.
- Responded to customer requests by offering excellent support and tailored recommendations to meet their needs.

Communications Company

July 2019 - March 2020

Sales Associate

- Engaged with customers to build rapport and loyalty while providing positive first impressions.
- Prepared merchandise for the sales floor by pricing, tagging, and organizing displays.
- Generated new sales leads to meet and exceed monthly sales goals while staying informed about market changes.

EDUCATION

High School

Diploma

SKILLS

- Professional Skills: Sales, Customer Retention, Business Development, Sales Processes, Employee Retention, Administrative Operations, Filing Skills, Knowledge of Fax, Telephone Skills, Quality Management, Risk Management, Financial Underwriting, Business Partnerships, Surveys, Cash Register Operation, Labeling, Merchandising, Profit-Based Sales Targets, Shopping, Customer Account Management, Negotiation Skills, Time Management, Upselling Skills, Call Centers, Customer Service, Typing Skills, Data Entry Skills, Medical Office Skills, Case Management, Technical Support, Wireless Communications, Insurance Management and Aftercare, Strategies of Pricing, Marketing, Vehicle Insurance IT Skills: Databases, Microsoft Office

CERTIFICATIONS

P&C Licensed in State of PA