

Direct Hire: 4835: **1-2 LIFE APPS/MONTH**

Licensed Account Manager

EXPERIENCE

State Farm

November 2021 - Present

Licensed Account Manager

- Provide current customers and prospects with excellent customer service utilizing ECRM software to address policy concerns.
- Meet monthly sales goals by recommending State Farm products to prospects and existing customers.
- Host marketing events to generate new business leads.
- Maintain a strong social media presence.
- Recognition for exceptional job performance, including achieving sales goals, marketing efforts, and delivering outstanding customer service.

Automotive Dealership

December 2018 - July 2019

Office Manager

- Set up a QuickBooks accounting system for the business.
- Processed all accounts payable and receivable efficiently.
- Completed tag and title paperwork for out-of-state customers.
- Managed shipping and receiving of all FedEx and UPS packages.
- Reconciled 5-10 different accounts monthly.
- Responded to all social media and email inquiries from part suppliers, customers, and financial institutions.
- Made daily deposits, withdrawals, and wire transfers at the bank.
- Ordered office supplies and parts for the shop as needed.
- Processed weekly payroll for employees.

Property Management Company

May 2017 - April 2018

Assistant Manager

- Managed 400+ units and implemented new file policies and procedures for all new move-ins.
- Updated renter's insurance to ensure compliance with lease agreements.
- Performed monthly close-out procedures, assigned purchase orders for vendors, and entered new vendors into Software for compliance.
- Processed all payments for new move-ins and monthly resident payments.
- Assisted the leasing team, conducted weekly market surveys, answered phones, gave tours, and focused on resident retention.
- Reduced delinquency more than 50% within a 3-month period.
- Project Management.

SKILLS

- Professional Skills: Marketing, Social Media, Insurance Management and Aftercare, Profit-Based Sales Targets, Customer Service, Sales, Business Development, Resident Retention, Accounts Payable, Accounts Receivable, Payroll Management, Knowledge of Leasings, Property Management, Accounting, Cold Calling Sales, Customer Relationship Management, Negotiation Skills, Time Management, Deposit Accounts, Interviewing, Market Research, Social Marketing, Strategies of Marketing, Accounting Software, Asset Management, Customer Service Training, Telephone Call Reception Management, Records Management, Skills Management, Staffing Services, Employee Onboarding, Human Resources, Knowledge of Labor Relations, Recruitment, Expediting, Automotive Industry IT Skills: Electronic Customer Relationship Management (ECRM), QuickBooks (Software), Microsoft Office, Applicant Tracking Systems

CERTIFICATIONS

P&C, Life & Health Licensed in the State of GA