

Candidate 3842

TX

Willing to relocate: Anywhere

Work Experience

Agent Team Member

State Farm - TX

September 2021 to Present

Advise current and potential clients on Auto, Home, and Life Insurance benefits and products based on their needs designed to provide personal and property protection in unforeseen circumstances. Apply time management and organizational skills when coordinating and responding to inbound telephone and email inquiries and service tasks. Upsell products to policyholders and potential new clients. Demonstrate great interpersonal skills and ability to build rapport with prospective clients and existing customers. Maintain a professional attitude with sincerity and enthusiasm when dealing with client's account maintenance, disputes, and inquiries. Ability to learn insurance coverage and underwriting guidelines. Scheduled appointments for product presentations and pitches to suit client's needs and highlight specific benefits of our products and services. Nurture prospective customers by following up with referrals from existing customers. Understand customer's pain points by offering solutions from the company's product line and services.

Special Education Teachers Assistant

CA

August 2002 to August 2021

Provided 1:1 assistance diagnosed with Autism Spectrum Disorder (ASD), Attention Deficit Hyperactivity Disorder (ADHD), Asperger Syndrome, Emotional Disturbance, and Other Health Impairment (OHI) in an inclusive general education setting and/or classroom.. Collaborated with Therapist, Psychologist, and Teachers to assist students to achieve appropriate classroom behavior. Teach, reteach, and pre-teach school curriculum to a child with special needs in elementary, middle, and high school level. Incorporate various ways of presenting academic material to meet a child's unique ways of learning. Successful use of supplemental learning materials to support students comprehension, execution, or reinforcement of skills. Provided administrative support to the special education department. Scheduled IEP meetings according to school site staff availability. Maintain Schedule for IEP meetings and deliver notifications to parents. Consistently work with Special Education Teachers and the school's attendance clerk relative to student information, additions, deletions, and other changes relevant to student files. Maintain special education student records by filing, and copying. Provided interpretation with both English speaking staff and Spanish speaking parents at meetings.

Secretary

CA

June 2010 to June 2019

Scheduled appointments for current and prospective students. Increased enrollment to school's programs, classes, and camps. Prepared and distributed daily class schedules to coaches, upcoming events flyers, and school correspondence. Ensured confidentiality in an appropriate manner. Performed Collection calls internally/externally in an effective manner while continuously providing Excellent Customer Service. Handled and routed multiple line calls for business.

Purchased and maintained office supply inventories while adhering to budget practices and office supply demands. Collaborated with office staff to maintain workflow during influx of customers. Maintained student database, mailer database, and accounts payable. Trained new office employees.

Administrative Assistant

CA

August 2000 to July 2002

Support functions for all legal staff of the firm. Scheduled meetings for Lawyers along with providing hospitality service arrangements. Assembling of reports and photocopying of relevant records. Organize and maintain extensive legal records and perform filing. Managed fax messages, emails, and routed influx of phone calls in an efficient, and confidential manner. Maintained a functional office environment by stocking supplies and promoting a collaborative office environment.

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Education

University - CA 2020 to Present

Liberal Arts

CA 1996 to 2000

High school diploma or GED

Skills

- Strong interpersonal skills with a proven ability to effectively communicate and share information
- Sales and Marketing
- Building Relationships
- Customer Service and retention
- Cross Selling and Upselling
- Flexible and Adaptable
- Bilingual in Spanish and English.
- Property and Casualty license
- Life and Health license
- Time management
- Client account management
- Accounts Receivable

- Collections
- Ability to Generate leads and build a personal network
- Natural Leader with skills in delegating tasks, team building, and creating positive customer experiences
- Interpretation
- Special Needs
- Special Education
- Autism Experience
- Office Administration
- Administrative Experience
- Insurance Sales
- Translation
- Applied Behavior Analysis
- Microsoft Office
- Analysis skills
- Office experience
- Microsoft Excel
- Front desk
- Communication skills
- Sales
- Bilingual
- Customer service
- Spanish

Certifications and Licenses

Property & Casualty License

Life Insurance License

Insurance Producer License