

Bilingual Spanish Hire: 4963

Licensed Team Member

EXPERIENCE

Communication Company

November 2023 - Present

Assistant Manager

- Assisted in overseeing daily operations to ensure an efficient and streamlined workflow.
- Worked closely with management to develop and implement strategies aimed at achieving sales targets and enhancing customer satisfaction.
- Cultivated and maintained strong relationships with key clients, leading to repeat business and increased customer loyalty.

State Farm

August 2022 - August 2024

Licensed Team Member

- Built and nurtured strong client relationships, offering personalized insurance solutions based on their unique needs.
- Leveraged CRM software to track leads, manage client data, and optimize the sales process.
- Conducted detailed risk assessments to identify coverage gaps and recommend suitable insurance policies.
- Delivered excellent customer service by promptly addressing inquiries, resolving issues, and processing policy updates.
- Issued accurate quotes, maintained detailed client records, and responded promptly to inquiries about insurance plans and policies.
- Used strong written and verbal communication skills to explain complex insurance concepts clearly.
- Delivered personalized customer service, ensuring client satisfaction and clarity throughout the process.
- Suggested policy modifications and updates, ensuring comprehensive protection.
- Provided clear guidance on potential risks and benefits of various insurance options.
- Demonstrated comfort and professionalism when speaking with clients.

EDUCATION

High School

Diploma

SKILLS

- Professional Skills: Customer Satisfaction, Profit-Based Sales Targets, Customer Loyalty Programs, Customer Service, Customer Relationship Management, Sales Processes, Risk Analysis, Streamline, Sales, Technical Support, Mentoring, Negotiation Skills, Multilingualism, Customer Support, Filing Skills, Accounting, Insurance Management and Aftercare, Logistics Operations, Social Media, Carrying out Assessments, Agriculture IT Skills: Microsoft Office, Computer Network Operations, AutoCAD

CERTIFICATIONS

P&C Licensed in the State of MI

ROLES, ACTIVITIES AND DESIRED COMPENSATION

Reported: 20-30 policies/month, \$15-25k premium/month

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm or Allstate Agency @ \$35-40k base, with the ability to earn \$60k total

50+ outbound dials/day, referral sales, pivot and cross selling, networking, selling, win-backs, lead generation, and customer service.