

Bilingual Spanish Hire: 4972 **3-5 LIFE APPS/MONTH**

Licensed Personal Account Representative

EXPERIENCE

State Farm

January 2023 - Present

Licensed Personal Account Representative

- Resolved conflicts and negotiated mutually beneficial agreements between parties, ensuring smooth operations and positive outcomes.
- Advocated for operational changes that led to cost savings and higher profit margins.
- Identified new business opportunities and targets, presenting product lines to customers to drive sales and expand the customer base.
- Collaborated with customers, management, and the sales team to understand needs and provide tailored recommendations.
- Worked closely with managers to gather customer feedback, implementing operational changes to keep pace with evolving trends.
- Delivered knowledgeable and friendly assistance to customers throughout the shopping and purchasing process.
- Employed a consultative sales approach to assess customer needs and make relevant product recommendations.

Communications Company

October 2018 - May 2023

Mobile Expert

- Reviewed customers current situation upon arrival, offering personalized opportunities and benefits that aligned with their lifestyle.
- Addressed emergency situations quickly, including billing issues, transfers, or damages, ensuring timely resolutions.
- Developed and maintained team communications and provided data for metric meetings, ensuring clear and efficient information sharing.
- Increased monthly sales by seizing opportunities and informing customers about daily specials, helping them make informed decisions.
- Maintained professionalism and composure in high-stress situations, fostering a positive work environment.
- Mentored Mobile Experts, helping them align their performance with core metrics and supporting their career advancement.
- Collaborated with project managers to assess job progress, providing clients with status updates to ensure satisfaction and open communication.

EDUCATION

High School

Diploma

Ivy Tech Community College, Indianapolis, IN, US

Present

CERTIFICATIONS

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

ROLES, ACTIVITIES AND DESIRED COMPENSATION

Reported: 60-70 policies/\$70-80k premium/month

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm Agency @ \$42k+ base, with the ability to earn \$90k+ total

100+ outbound dials/day, 20+ inbound calls, referral sales, pivot and cross selling, bundling, marketing, lead generation, customer service, and reports selling 3-5 new life policies per month.