

# Direct Hire Candidate: 4971 \*\*1-2 LIFE APPS/MONTH\*\*

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Licensed Customer Service Representative

## EXPERIENCE

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### Allstate

June 2023 - June 2024

Licensed Customer Service Representative

- Managed local accounts, including billing, payment processing, policy reviews, and endorsements to ensure accurate and timely service.
- Handled inbound service calls and sales calls for multiple lines of insurance (Property & Casualty, Life & Health), providing quotes and resolving customer inquiries.
- Multi-tasked effectively between handling in-office guests, managing emails, mailing documents, and maintaining proper filing systems.
- Processed day-to-day transactions, including policy endorsements, adjustments, cancellations, and premium payments, ensuring accurate record-keeping and compliance.
- Provided exceptional customer service by promptly addressing client questions, making necessary policy changes, and maintaining positive relationships.
- Assisted with administrative tasks such as scheduling appointments, managing customer files, and ensuring smooth office operations.

### Insurance Company

September 2022 - June 2023

Insurance Agent Navigate

- Utilized multiple systems to interact with inbound customers and clients, providing coverage information, billing reviews, and policy recommendations.
- Managed day-to-day transactions, including policy endorsements, adjustments, cancellations, and premium payments, ensuring accuracy and efficiency.
- Provided exceptional customer service by addressing inquiries promptly, offering tailored policy solutions, and resolving issues to enhance customer satisfaction.
- Collaborated with team members to maintain streamlined processes for client interactions and ensure timely completion of administrative tasks.
- Ensured policy compliance and updated client records in various systems, contributing to seamless service and accurate billing.

## EDUCATION

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### College

Bachelor's Degree & Associate's Degree

## CERTIFICATIONS

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**P&C Licensed in GA & SC, Life & Health Licensed in all 50 states**

## ROLES, ACTIVITIES AND DESIRED COMPENSATION

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Reported: 10-20 items/\$10-20k premium/month

Will work REMOTE in any time zone

Desires a Hybrid role with an Allstate Agency @ \$35-45k base, with the ability to earn \$85k+ total

30+ outbound dials/day, 20+ inbound calls, referral sales, pivot and cross selling, lead generation, bundling, customer service & reports selling 1-2 new life policies per month.