

# Direct Hire Candidate: 4981

Licensed Team Member

## EXPERIENCE

### State Farm

February 2024 - January 2025

Licensed Team Member

- Sold and serviced auto, fire, life, and health insurance policies in a coastal area with complex restrictions.
- Efficiently managed service tasks, either as part of a team or independently with limited staffing.
- Provided tailored insurance solutions to clients, ensuring compliance with local regulations and restrictions.
- Delivered exceptional customer service by addressing inquiries, processing policy updates, and resolving issues promptly.
- Developed and maintained strong relationships with clients, ensuring satisfaction and long-term retention in a challenging market.

### Health and Wellness Company

July 2019 - February 2024

Co-Owner/Operator

- Co-founded a local health and wellness company dedicated to offering safe and affordable alternatives to traditional health solutions.
- Developed business strategies to promote wellness products that prioritize customer health.
- Fostered partnerships with suppliers and professionals to ensure high-quality, cost-effective wellness solutions.
- Led marketing efforts to increase brand visibility and attract customers seeking healthier lifestyle options at affordable prices.
- Focused on building a loyal customer base through exceptional service, education, and product recommendations.

### Retail

December 2017 - July 2019

Service Clerk (Hybrid)

- Managed seasonal-to-permanent frontend cashier services, providing excellent customer support and ensuring a smooth transaction experience.

### Credit Union

May 2016 - June 2017

Accountant/Accounts Payable

- Managed accounts payable, ensuring accurate and timely payments while addressing account discrepancies and investigating potential fraudulent transactions.
- Utilized strong problem-solving skills to identify, resolve, and mitigate issues related to account discrepancies and financial discrepancies.
- Applied expertise in conflict de-escalation, maintaining professionalism and composure under pressure when handling customer inquiries or complaints.
- Integrated sales and service strategies to effectively identify customer needs and offer personalized solutions to enhance client satisfaction.
- Adapted quickly and effectively to diverse client needs, providing tailored solutions and support across varying scenarios and challenges.

## CERTIFICATIONS

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

## ROLES, ACTIVITIES AND DESIRED COMPENSATION

Reported: 20 items/\$20-30k premium/month

Will work REMOTE in CST or EST

Desires a Sales or Hybrid role with a State Farm Agency @ \$40k+ base, with the ability to earn \$55k+ total

100+ outbound calls/day, 30+ inbound calls/day, pivot and cross selling, referral sales, win-backs, and customer service. Adaptable to the needs of the agency and highly recommended by Daniel.