

# Bilingual Spanish Hire: 5005 \*\*3-4 LIFE APPS/MONTH\*\*

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Licensed Team Lead

## EXPERIENCE

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### State Farm

November 2023 - January 2025

Licensed Team Lead

- Worked in a sales-based position, quoting leads daily and providing exceptional customer service.
- Advised prospects on coverage options that best suited their financial needs, ensuring they understood the policies.
- Processed payments and addressed customer service requests and needs.
- Pivoted to financial services by bundling packages for new customers.
- Consistently sold a minimum of 30 policies per month while training and assisting new team members in sales positions.

### Service Company

April 2023 - October 2023

Supervisor

- Supervised and managed a team, overseeing operations across multiple office buildings.
- Ensured efficient completion of tasks, maintaining high-quality standards throughout the facilities.
- Coordinated work schedules, delegated tasks, and ensured compliance with company guidelines and expectations.
- Provided ongoing leadership, training, and support to team members, fostering a collaborative and efficient work environment.

### State Farm

June 2022 - April 2023

Licensed Account Representative

- P&C Licensed in a sales-based role, responsible for quoting leads coming in daily.
- Provided exceptional customer service by advising prospects on coverage options that best suited their financial needs.
- Explained policy details in clear terms, ensuring prospects understood their coverage options.
- Processed payments and maintained accurate records.
- Consistently met sales goals, maintaining a minimum of 30 policies sold per month.

### Bank

May 2018 - May 2022

Home Loan Specialist

- Provided exceptional customer service across various account types, including bankruptcy, mortgage, escrow, PMI, and equity lines of credit.
- Managed fee waivers and special loan accounts, ensuring all customer needs were addressed efficiently.
- Processed mortgage payments and serviced accounts, ensuring accurate and timely updates.
- Delivered specialized support for clients in unique financial situations, such as bankruptcy and equity lines of credit.

## EDUCATION

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### College

Associate's Degree

## CERTIFICATIONS

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### P&C, Life & Health Licensed in the State of AZ

## ROLES, ACTIVITIES AND DESIRED COMPENSATION

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Reported: 30-40 policies/\$30-40k premium/month

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with any Agency @ \$42-45k+ base, with the ability to earn \$65k+ total

50+ outbound dials/day, 250+ inbound calls/day, pivot and cross selling, referral sales, creating lead lists, bundling, selling customer service & reports selling 3-4 new life policies/month.