

Direct Hire: 4999 ****2-4 LIFE APPS/MONTH****

Licensed Office Manager

EXPERIENCE

State Farm

January 2022 - Present

Licensed Office Manager

- Started as a Team Lead and transitioned into sales within the same year, quickly developing leadership skills and guiding new team members.
- Spearheaded initiatives that improved client retention and streamlined the policy renewal process, enhancing customer satisfaction and operational efficiency.
- Developed strong communication skills, explaining complex policy details, negotiating terms, and providing top-tier customer service to clients, colleagues, and management.
- Adapted communication style to effectively engage with diverse clients and colleagues, ensuring clarity and understanding across all interactions.
- Managed client portfolios while ensuring compliance with regulations, balancing multiple tasks daily.
- Developed efficient systems to maintain organization, consistently exceeding performance targets and improving operational workflows.
- Fostered a collaborative environment by motivating teams to meet and exceed goals, creating a positive and supportive workplace culture.
- Successfully managed customer relationships, resulting in clients following me to a new office after prior agents retirement, demonstrating strong client trust and loyalty.

State Farm

January 2018 - December 2021

Licensed Customer Service Representative

- Ensured compliance while maintaining a high level of service for every customer, prioritizing both accuracy and client satisfaction.
- Gained extensive knowledge in the role, which enabled me to provide exceptional support and guidance to clients.
- Built strong relationships with clients, resulting in many choosing to follow me after prior agents retirement, reflecting their trust and loyalty.

State Farm

January 2018 - December 2018

Licensed Customer Service Representative

- Ensured compliance while delivering a high level of service to every customer, even in challenging circumstances.
- Managed customer needs effectively with a new agent, building relationships and trust with clients.
- Adapted to the demands of a new market, despite the business closing at the end of the year.

State Farm

August 2017 - December 2017

Licensed Customer Service Representative

- Provided excellent service to every customer while understanding the transition process as agent was phased out.
- Took on the role with the awareness of the situation, ensuring a smooth transition for both clients and the team.
- Actively learned the insurance business to better support customers and contribute to the overall success of the transition.

CERTIFICATIONS

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