

## Direct Hire Candidate: 5042

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Licensed Team Member

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

State Farm 1 year

P&C, Life & Health Licensed in NC & SC

Will work REMOTE in any time zone

Desires a Sales, Hybrid or Service role with a State Farm Agency @ \$30-35k base, with the ability to earn \$50k+ total

Roles include: 50+ outbound dials/day, 50+ inbound calls, referral sales, pivot and cross selling, lead generation, bundling, and customer service.

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## EXPERIENCE

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### Healthcare Services

*September 2022 - Present*

Customer Service Specialist

- Delivered outstanding customer service and support, ensuring high levels of customer satisfaction and fostering loyalty.
- Built and maintained strong relationships with clients, consistently meeting their needs.
- Efficiently navigated through five different programs to complete customer tasks promptly and accurately.
- Maintained a professional standard in all customer interactions and tasks.
- Participated in HR functions, including recruiting qualified candidates and conducting interviews.

### State Farm

*October 2021 - September 2022*

Risk Manager

- Explained auto insurance policies to customers, assisting them in obtaining coverage for auto, life, health, home, and renters insurance.
- Guided customers through the claims process, providing clear explanations of their bills and coverage.
- Effectively navigated multiple systems to deliver timely, accurate information and resolve customer inquiries.
- Maintained strong knowledge of various coverages, including auto, homeowners, rental properties, boats, recreational vehicles, tractors, life, and health insurance.
- Well-versed in underwriting requirements to ensure successful policy acceptance.
- Communicated with insurance carriers via telephone to resolve claims and address any customer concerns.

### Police Department

*June 2020 - October 2021*

Law Enforcement Officer

- Enforced state laws by responding to service calls, including active shootings, runaway juveniles, domestic violence incidents, noise violations, medical emergencies, and work-related accidents.
- Made arrests for criminal offenses, providing clear explanations of the charges and the court process to the individuals involved.
- Prepared thorough, detailed incident reports, ensuring all facts were accurately documented.
- Represented the state professionally in court, presenting precise and detailed accounts of incidents to support the legal process and ensure proper convictions.

### Sheriff's Office

*August 2019 - June 2020*

911 Dispatcher

- Operated as a 911 dispatcher, effectively managing incoming emergency calls and dispatching appropriate units.
- Ran driver's license numbers and vehicle tags, providing critical information to officers in real time.
- Processed transfer bonds and assisted with warrant writing to support law enforcement operations.
- Updated and maintained sex offender registration records to ensure compliance and public safety.
- Performed daily jail duties, including record keeping, inmate management, and ensuring proper documentation.

### Business Systems

*April 2019 - October 2019*

Independent Sales Executive

- Managed client applications, ensuring timely processing and handling of requests.
- Consistently arrived on time for appointments, maintaining a professional representation of the brand.
- Stayed updated on all credit card and financial information to ensure accuracy and security.
- Oversaw bank account management for business transactions, ensuring smooth financial operations.
- Maintained and ensured the functionality of all business equipment, addressing issues promptly to avoid disruptions.

## CERTIFICATIONS

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**P&C, Life & Health Licensed in the States of NC & SC**