

Direct Hire Candidate: 5067

Licensed Insurance Account Representative

Reported: 30-40 items per month / \$30-40k premium per month

1 year with State Farm

P&C Licensed in IN & TX

Will work REMOTE in any time zone

Desires: A Sales or Hybrid role with a State Farm Agency @ \$40-45k base, with the ability to earn \$70k+ total

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

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EXPERIENCE

State Farm

March 2022 - March 2023

Licensed Insurance Account Representative

- Managed administrative tasks, including maintaining records and handling policy changes.
- Maintained detailed customer information securely in a database.
- Customized insurance programs to meet the unique needs of individual clients.
- Attended meetings, seminars, and programs to stay updated on new products and services, supporting cross-selling opportunities.

Staffing Company

January 2020 - January 2021

Customer Service Representative

- Verified and documented insurance information for clients and medication programs as an Insurance Verification Specialist.
- Managed inbound client calls and accurately tracked account details.
- Handled escalated calls with professionalism, actively listening to client needs and providing appropriate solutions.
- Acted as a Prior Authorization Specialist, verifying insurance and documenting account information regarding prior authorization status in Excel spreadsheets.

Finance Company

April 2016 - December 2019

Service Representative

- Performed collection efforts to minimize losses on pre-charge-off accounts, including vehicle impounds, total loss, and substitution of collateral accounts.
- Assisted the finance manager in making lending decisions by meeting one-on-one with auto loan applicants to assess their ability to repay future debt.
- Oversaw daily operations of the customer service department, including monitoring queues, managing escalations, and resolving complex customer issues.
- Provided guidance and mentorship to team members under my supervision, ensuring team performance aligned with company objectives.
- Conducted daily one-on-one meetings with the team to review protocols and ensure understanding.
- Took inbound and made outbound calls weekly to update the team on new products and procedures.

EDUCATION

High School

Diploma

CERTIFICATIONS

P&C Licensed in the State of IN & TX

SKILLS

Insurance Verification, Cold Calling, Negotiation, Medical Terminology, Mentoring, Salesforce, Sales, Time Management, Claims Processing, Administrative Experience