

## **Direct Hire Candidate: 5064 \*\*2-3 LIFE APPS/MONTH\*\***

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Licensed Team Member

Reported: 10-20 items per month / \$10-20k premium per month

State Farm 7 months

P&C, Life & Health Licensed in IL

Will work REMOTE in CST & EST

Desires: A Hybrid role with a State Farm Agency @ \$35k-40k base, with the ability to earn \$60k+ total

30+ outbound dials/day, 30+ inbound calls, referral sales, pivot and cross selling, lead generation, bundling, customer service & reports selling 2-3 new life policies per month.

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Licensed Team Member

## EXPERIENCE

### State Farm

May 2024 - Present

Licensed Team Member

- Provided quotes, sold, and serviced a wide range of Property & Casualty products, including Auto, Home, Dwelling Fire, Condo, Renters, Landlord Dwelling Owners, Boat, Motorcycle, RV, Off-Road Vehicle, Antique Vehicle, and Umbrella policies.
- Ensured a smooth and efficient office operation by assisting with daily administrative functions.
- Delivered excellent customer service by responding to inquiries and addressing policyholder needs.
- Supported the team with various office tasks, maintaining accurate records and managing workflows.

### Consumer Goods Company

September 2018 - March 2023

Research Analyst

- Researched billing and shipment issues, ensuring accurate resolution and customer satisfaction.
- Managed key accounts using the SAP system, overseeing account status and transactions.
- Identified and resolved payment issues, ensuring smooth financial operations for clients.
- Created detailed reports using Excel spreadsheets to track sales, payments, and account performance.

### Allstate

2015 - 2018

Licensed Sales Producer

- Quoted, sold, and serviced a range of Property & Casualty insurance products, including Auto, Home, Condo, Renters, Boat, Motorcycle, RV, Off-Road Vehicle, Antique Vehicle, and Umbrella coverage.
- Assisted with daily office management tasks, ensuring smooth operations and efficient service.

### Insurance Company

1997 - 2014

Senior Agency Services Representative

- I handled incoming calls from agents, addressing basic to complex inquiries related to billing, quotes, workflows, and Property & Casualty product details. I conducted research and resolved complex customer requests, offering tailored options to meet their needs.
- In my role as a Case Manager with Financial Services, I worked with agents to quote, process, and submit new Life applications. I also assisted underwriting by obtaining additional information needed for application approval.
- As a P&C Underwriter, I managed a large territory, collaborating with multiple agents to meet their sales objectives. I built strong relationships with agents and helped them make MetLife Auto & Home their company of choice. Additionally, I analyzed and reviewed agency business to help agents develop sales strategies alongside the Marketing Manager.

## CERTIFICATIONS

### P&C, Life & Health Licensed in IL

## SKILLS

Customer Service (10+ years), Leadership Skills (10+ years), Underwriting, Financial Services, Analysis Skills, Risk Management, Account Management, Insurance Sales, Sales Management, Office Management, Marketing