

Direct Hire Candidate: 5058

Licensed Sales Producer

Reported: 25-35 policies per month / \$25-35k premium per month

State Farm 4.5 years

P&C Licensed 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

50+ outbound calls/day, 20+ inbound calls with live lead transfers, pivot and cross selling, referral selling, bundling, and customer service.

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EXPERIENCE

Municipal Department

August 2023 - Present

Systems Administrator III Texas Facilities Commission

- Managed escalated help desk tickets, delivering prompt and effective support to end users.
- Led server upgrades and hardware replacements to enhance overall system performance.
- Automated network administration processes, minimizing manual intervention and improving efficiency.
- Played a key role in onboarding new employees, including setting up workstations and conducting IT training sessions.
- Promoted a culture of continuous improvement by gathering feedback on IT systems and implementing necessary upgrades.

State Farm

March 2019 - August 2023

Licensed General Lines Agent

- Maintained an exceptional level of customer satisfaction by promptly addressing client inquiries, resolving issues efficiently, and offering personalized service tailored to their needs, ensuring high client retention and positive feedback.
- Analyzed market conditions and customer profiles to strategically identify opportunities for cross-selling and upselling additional insurance policies and products, resulting in increased revenue from existing clients and new business acquisition.
- Successfully met monthly and quarterly sales targets by implementing a variety of effective sales strategies, including relationship-building techniques, prospecting, and maintaining strong follow-ups, which led to continued growth in sales.
- Played a key role in the claims process by assisting clients with gathering the necessary information and documentation, serving as a liaison between the client and insurance companies to ensure claims were processed promptly, and helping clients receive fair and timely resolutions.
- Collaborated with team members and management to continuously improve sales strategies and customer service approaches, contributing to a positive work environment and achieving overall business goals.
- Stayed up-to-date with industry changes and insurance offerings to provide clients with the most accurate and relevant information, ensuring they made informed decisions about their coverage.
- Developed and maintained strong client relationships, offering ongoing support to address any policy changes, renewals, and adjustments, thereby maximizing customer retention and loyalty.

EDUCATION

College

Associate's Degree

SKILLS

Business Process Improvement, Help Desk, IT Training, Workstations, Automation, Employee Onboarding, Cross Selling, Profit-Based Sales Targets, Sales Strategy, Upselling Skills, Customer Satisfaction, Insurance Claim Processing, Administration of Computer Systems, User Experience, Insurance Management and Aftercare, Safety Principles, Business Efficiency, Applied Science IT Skills: Network Administration, Microsoft Windows, 3-tier Architectures, Active Directory, Network Troubleshooting, Information Technology, Microsoft Azure