

## Direct Hire Candidate: 5058

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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