

Direct Hire Candidate: 5088 **2-3 LIFE APPS/MONTH**

Licensed Insurance Customer Service and Sales Representative

Reported: 30-40 policies/month, \$15-25k premium/month

State Farm 2.5 years

P&C, Life & Health Licensed in VA

Will work REMOTE in EST only

Desires a Sales or Hybrid role with a State Farm Agency @ \$42-45k+ base, with the ability to earn \$70k+ total

50+ outbound dials/day, 20+ inbound calls, pivot and cross selling, creating lead lists, requotes, bundling, customer service & reports selling 2-3 raw new life policies/month.

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Licensed Insurance Customer Service and Sales Representative

EXPERIENCE

State Farm

August 2022 - Present

Licensed Insurance Customer Service and Sales Representative

- Obtained Virginia Property and Casualty, Life, and Health Licenses to offer a variety of insurance products, including auto, health, fire, life, and business insurance.
- Sold automobile, life, and property insurance policies to both individuals and businesses.
- Exceeded daily service quality, performance, and monthly sales goals, contributing to the overall growth of sales revenue.
- Presented and sold a range of insurance products and services to both new and existing customers, tailoring suggestions based on individual needs.
- Reached out to potential leads, built relationships, and set up appointments to increase business opportunities.
- Marketed products through referrals, social media, and advertising networks to attract new clients.
- Studied product offerings, pricing, and policy features to gain in-depth knowledge and serve customers effectively.
- Built strong customer relationships, ensuring retention and securing new prospects.
- Prepared insurance plans, verified documents for accuracy, and submitted applications for new policies.
- Calculated premiums, set up payment plans, and assisted clients with payment options.
- Conducted property inspections to assess general conditions, age, and risk factors impacting potential insurance coverage.
- Kept detailed records of customer interactions, inquiries, complaints, and the corresponding actions taken.
- Assisted clients with requests via phone and email, including policy changes and certificates of insurance.
- Managed time efficiently, balancing multiple tasks and priorities effectively.
- Engaged customers with clear and informative presentations, aiding in decision-making processes.
- Updated customer accounts with current personal information, purchases, and coverage details.

Retail Store

August 2019 - August 2022

General Merchandise Team Lead

- Recognized by management for delivering exceptional customer service and maintaining high satisfaction.
- Assisted with addressing customer calls, complaints, feedback, and praises to ensure a positive customer experience.
- Motivated and encouraged team members to communicate openly and constructively, fostering a collaborative environment.
- Collaborated successfully with a diverse team to achieve goals and resolve product or service-related issues.
- Diligently worked on updating modulars to ensure new product releases were current and aligned with the latest technologies.
- Ensured that price changes were implemented correctly, keeping customers informed about the latest prices, rollbacks, and clearance items.

EDUCATION

University

Associate's Degree

CERTIFICATIONS

P&C, Life & Health Licensed in the State of VA