

Direct Hire Candidate: 5086

Licensed Insurance Representative

Reported: 15-25 policies/items per month, \$10-20k premium/month

State Farm 2.5 years

P&C Licensed in NH

Will work REMOTE in any time zone or local to zip code 03044 (Fremont, NH)

Desires a Sales or Hybrid role with a State Farm Agency @ \$40k+ base, with the ability to earn \$50k+ total

20+ outbound calls/day, 30+ inbound calls, pivot and cross selling, bundling, win-backs, and customer service.

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EXPERIENCE

State Farm

October 2022 - February 2025

Licensed Insurance Representative/Service

- Wrote auto policies, including commercial lines, and personal lines policies such as homeowners, condos, rental condos, renters, and rental dwelling.
- Managed Excel entries and created Word documents related to policy information and customer records.
- Processed customer payments, policy changes, and reviewed policies with clients to ensure adequate coverage.
- Performed bank deposit runs and handled general administrative tasks.
- Answered incoming calls, assisting clients and directing them to the appropriate department, such as claims.
- Delegated daily tasks to team members to ensure the office operated efficiently.
- Wrote pet insurance policies and managed various other related duties as needed.

Automotive Repair

April 2022 - July 2022

Automotive Service Writer

- Answered phone calls and scheduled appointments for customers.
- Checked in vehicles for service and communicated with vendors regarding warranties on defective parts.
- Ordered necessary parts for upcoming appointments and ensured timely delivery.
- Maintained a clean and organized office environment.
- Test drove vehicles before or after repairs as needed to ensure quality.
- Managed the parts return shelf and coordinated with vendors for part pickups.

Vehicle Sales

June 2020 - February 2022

Customer Care Representative

- Answered phones for a network of five dealerships, providing support across all locations.
- Transferred calls to the appropriate departments within the dealership network.
- Conducted outbound calls to schedule service appointments and follow up on new motorcycle purchases.
- Took messages for the service and parts departments when they were unavailable.
- Processed gift card purchases and mailed them to customers.
- Provided customers with information about Riding Academy and other programs offered by the dealerships.
- Sent emails to managers as needed for communication and updates.
- Page employees when customers requested them across the five dealerships.

CERTIFICATIONS

P&C Licensed in the State of NH

SKILLS

Professional Skills: Telephone Call Reception Management, Insurance Claim Processing, Deposit Accounts, Customer Service, Calendar Management, Servicing and Car Mechanics, Vehicle Body Work, Maintenance, Painting, Motorcycles, Windshield, Cash Register Operation, Brand Management, Cooking Skills, Typing Skills, Data Entry Skills, Automotive Industry, Merchandising, Greeting of Guests, Labeling, Sales, Construction, Bartending Skills, Transportation Management IT Skills: Microsoft Excel, Microsoft Word, Microsoft Office