

Direct Hire Candidate: 5110 **2-3 LIFE APPS/MONTH**

Reported: 30-40 policies/month, \$35-45k premium/month
P&C, Life & Health Licensed in CO
State Farm 4 years
Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm Agency @ \$40k+ base, with the ability to earn \$65k+ total

20+ outbound dials/day, 30+ inbound calls with live lead transfers, pivot and cross selling, referral sales, bundling, customer service & reports selling 2-3 new life apps/month.

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EXPERIENCE

State Farm

February 2021 - Present

Direct Hire Candidate: 5110 – 2-3 LIFE APPS/MONTH \$3,500

- Obtained licenses in Property, Casualty, Life, and Health insurance, ensuring a broad knowledge of multiple insurance lines.
- Negotiated insurance policies for inbound and outbound customer calls, tailoring solutions to meet individual needs.
- Specialized in identifying pivot opportunities by understanding customer preferences and needs to offer the most suitable products.
- Resolved customer issues and complaints with empathy, active listening, and determination to ensure satisfaction and resolution.
- Assisted with PFA account reconciliation and was trusted to handle agency PFA deposits, ensuring financial accuracy.
- Managed a satellite office, efficiently prioritizing daily customer service and sales tasks.
- Gained experience in writing and servicing commercial business, including commercial auto policies.

Education Facility

July 2018 - February 2021

Assistant Manager and Catering Manager

- Managed day-to-day staff operations and restaurant services, overseeing opening and closing procedures.
- Created, solicited, and coordinated catering events for campus groups of up to 200 people.
- Finalized daily cash register close to ensure accurate financial reporting.
- Trained and onboarded new staff, ensuring smooth integration into the team.
- Managed inventory to ensure efficient stock levels and reduce waste.

SKILLS

Professional Skills: Customer Service, Customer Demand Planning, Customer Satisfaction, Deposit Accounts, Prioritization of Requirements, Sales, Accounting, Insurance Management and Aftercare, Active Listening Skills, Satellites, Cash Register Operation, Catering Activities, Restaurant Operation, Employee Onboarding, Stock Control, Time Management, Customer Retention, Economy, Business Communication IT Skills: Salesforce.Com, Electronic Customer Relationship Management (ECRM), Microsoft Office, Microsoft Outlook

CERTIFICATIONS

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