

# Direct Hire: 5138 \*\*1-2 LIFE & HEALTH/MO\*\*

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Licensed Team Member

*Insurance Professional*

## EXPERIENCE

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### Local State Farm

*October 2023 - Present*

Team Member

- Made 100+ outbound dials and handled 25+ inbound calls daily to drive sales and client engagement.
- Focused on referral sales, leveraging strong relationships to generate new business opportunities.
- Utilized pivot and cross-selling techniques to bundle policies and maximize customer value.
- Consistently sold 1-2 life/health policies per month during tenure at State Farm.

### Insurance Agency

*August 2021 - September 2023*

Account Manager

- Evaluated customer needs to prepare accurate quotes for new business and remarket existing clients.
- Recommended additional coverages or policies to ensure comprehensive protection without gaps.
- Assisted clients with claim submissions, providing guidance for a smooth, stress-free process.
- Processed coverage changes and supplied necessary forms for clients and insurance companies.

### School District

*August 2016 - August 2021*

Lead Facilitator Before and After School Care

- Led team with clear communication, monthly meetings, and strategic planning.
- Created a safe, engaging environment while collaborating with parents, students, and staff.
- Maintained certifications in CPR, AED, CPI, and mandated reporting to enhance role effectiveness.

### Chiropractic Facility

*July 2015 - June 2018*

Chiropractic Assistant

- Managed patient information, insurance processing, and front desk operations, including scheduling and billing.
- Assisted with therapies, patient assessments, and medical documentation while ensuring HIPAA compliance.

### American Family Insurance

*February 2014 - May 2014*

Customer Service Representative

- Educated clients on life insurance importance while maintaining sales goals and quotas.
- Handled general office upkeep to ensure a professional and organized workspace.
- Opened the office, managed leads, and provided insurance quotes for personal and commercial policies.

## SKILLS

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Sales, Customer Service, Telephone Skills, Billing Processes, Scheduling, Telephone Call Reception Management, Calendar Management, Feedback Management, Business Development, Customer Demand Planning, Marketing, Search Engine Marketing, Insurance Claim Processing, Team Management, Administrative Operations, Health Insurance Portability and Accountability Act (HIPAA) Compliance, Life Insurance, Knowledge of Finance, Profit-Based Sales Targets, Commercial Insurance, Customer Account Management, Insurance Sales, Insurance Management and Aftercare.

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Licensed Team Member

Reported: 40-50 policies/month, 40-50k premium/month

State Farm 2.5 Years, Independent 5 years

P&C MO, OH, IN, Life & Health MO

Remote CST, EST

Sales or Hybrid @40-45k base, with the ability to earn 70k+ total

A Sales and commission driven State Farm team member is looking for a position with a State Farm Agency.. The candidate has a background in virtually every part of the insurance industry, including: 100+ outbound dials/day, 25+, inbound calls, referral sales, pivot and cross selling,, bundling, and customer service. The candidate reports selling 1-2 life/health policies per month during their time at State Farm.