

# Direct Hire Candidate: 5149 \*\*4-6 LIFE APPS/MONTH\*\*

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State Farm Team Member

## EXPERIENCE

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### State Farm

March 2020 - December 2023

Licensed Team Member

### State Farm

March 2011 - September 2016

Licensed Insurance Sales Representative

- Expanded customer base by calling potential clients and conducting interviews to gather financial information and assess their existing coverage.
- Explained various insurance and financial products to clients, offering customized solutions and suggesting additions or changes to current policies.
- Managed policy renewals, maintained electronic and paper records, and assisted policyholders in settling claims.
- Met and exceeded monthly and yearly sales goals by generating new business and upselling add-on services to existing clients.
- Led day-to-day office operations, solving customer and office issues, and managed and motivated a team to achieve sales targets.
- Licensed in Property and Casualty Insurance and Life and Health Insurance, writing proposals, proofing and editing correspondence, and addressing customer questions.
- Trained sales teams on products and best sales tactics, collaborating with executives to identify new business opportunities and secure insurance and financial products.
- Processed applications, payments, endorsements, and cancellations, and developed, implemented, and monitored new underwriting guidelines.
- Built strong relationships with business partners, including car dealers and loan processors, to drive sales and promote client retention.
- Presented account proposals in a professional and timely manner, ensuring client satisfaction and loyalty.

### Cafe

July 2008 - December 2009

Manager

- Oversaw daily operations, ensuring compliance with corporate guidelines and providing excellent customer service.
- Managed cash handling, employee communication, and customer complaints, while maintaining a positive atmosphere.
- Supported baristas during peak hours and took initiative to assist with cleaning tasks, including restrooms when necessary.
- Trained, scheduled, and handled team member performance, including terminations as needed.
- Managed inventory orders and stocked incoming goods to maintain operational efficiency.
- Monitored food quality, service standards, and cleanliness, ensuring high standards of food safety and customer satisfaction.
- Communicated effectively with guests and staff, fostering positive relationships and teamwork.
- Managed daily bank deposits and ensured proper inventory stocking and ordering.

## SKILLS

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Professional Skills: Sales, Insurance Sales, Casualty Insurance, Customer Retention, Profit-Based Sales Targets, Business Development, Commercial Insurances, Sales Development, Financial Underwriting, Insurance Claim Processing, Insurance Management and Aftercare, Knowledge of Finance, Electronics, Customer Service, Cash Register Operation, Cold Calling Sales, Deposit Accounts, Scheduling, Quality Control, Safety Principles, Team Management, Customer Account Management, Generation of Leads, Time Management, Upselling Skills, Training Activities, Team Building, Accounting, Project Management, client-focused prospecting, cold calling, team building, training, multi-tasking, relationship selling, and providing exceptional customer service.

## CERTIFICATIONS

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

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Reported: 50-60 policies/month, \$40-50k premium/month

State Farm 9.5 years

P&C, Life & Health Licensed in CO

Will work REMOTE in MST, PST

Desires a Sales or Hybrid role with a State Farm Agency @ \$50k+ base, with the ability to earn \$80k+ total

50+ outbound dials/day, 15+ inbound calls with live leads, referral sales, pivot and cross selling, bundling, creating their own leads, customer service & reports selling 4-6 new life policies/month.