

Bilingual Spanish Hire: 5166

Licensed Insurance Producer

EXPERIENCE

Allstate

May 2024 - Present

Licensed Insurance Producer

- Conducted outbound calls to potential and existing clients, utilizing effective sales techniques and active listening skills.
- Provided bilingual customer service in both Spanish and English, addressing client inquiries, resolving complaints, and ensuring a high level of satisfaction.
- Demonstrated excellent communication skills, establishing rapport with clients and using consultative sales approaches to recommend products.
- Actively sold and promoted Allstate insurance products, including Home, Auto, Condo, Renters, and Motorcycle coverage.
- Consistently increased sales by focusing on relationship-building with both new and existing policyholders.
- Maintained compliance with industry regulations, ensuring responsible and dependable service delivery.
- Leveraged fluency in Spanish to effectively communicate with Spanish-speaking customers and expand the client base.

GEICO

March 2022 - May 2024

Licensed Insurance Producer

- Provided bilingual customer service in Spanish and English, addressing customer inquiries and resolving complaints effectively.
- Conducted sales presentations in both languages to meet the needs of a diverse clientele.
- Answered inbound calls with professionalism, delivering knowledgeable service and ensuring high levels of customer satisfaction.
- Maintained an active Property and Casualty License across 21 states, offering a wide range of insurance products.
- Calculated premiums, established payment methods, processed customer payments, and issued receipts.
- Monitored clients' insurance coverage to ensure their evolving needs were met.
- Utilized a consultative sales approach to increase sales, building and maintaining strong relationships with new and existing clients.
- Educated customers about various property and casualty insurance products available in the market, ensuring they understood their options.
- Focused on developing long-term relationships with clients, ensuring ongoing customer satisfaction and retention.

Warehouse

July 2017 - March 2023

Worker/Customer Service

- Maintained stock levels in line with company policies, ensuring efficient and organized storage of products in the warehouse.
- Operated scanners, computers, and other equipment to track and manage orders effectively.
- Inspected damaged goods and coordinated returns to vendors when necessary.
- Assisted with loading and unloading containers for shipping and receiving, maintaining smooth logistics operations.
- Processed merchandise returns, ensuring correct handling and documentation.
- Collaborated with other departments on special projects, contributing to overall warehouse efficiency.
- Utilized warehouse management systems to update inventory and production information, ensuring real-time tracking.
- Delivered excellent customer service, addressing concerns and providing solutions in a timely manner.

CERTIFICATIONS

P&C Licensed in the States of TX, GA, FL, CT, CA, NJ, NY

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Reported: 25-35 items/month, \$30-40k premium/month

Allstate 10 months, Geico 2.2 years

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Will work REMOTE in CST or EST

Desires a Sales or Hybrid role with an Allstate Agency @ \$40-45k+ base, with \$65k+ earning potential

30+ outbound calls/day, 20+ inbound calls with live leads, pivot and cross selling, referral sales, bundling & customer service.