

Bilingual Spanish Hire: 5164 \$3,500

Licensed Remote Sales Assistant

EXPERIENCE

State Farm

February 2024 - March 2025

Licensed Remote Sales Assistant

- Served as a licensed insurance sales agent, providing customers with comprehensive insurance solutions tailored to their needs.
- Managed service tasks for both new and existing customers, ensuring their policies were up-to-date and addressing any inquiries or concerns promptly.
- Followed established workflows to ensure smooth and efficient customer service and policy management.
- Implemented various marketing techniques, including networking and outreach strategies, to attract new clientele and expand the customer base.
- Consistently met sales and service targets, contributing to the growth of the business and maintaining a high level of customer satisfaction.

State Farm

October 2023 - September 2024

Licensed Remote Sales Assistant

- Acted as a licensed insurance sales agent, providing expert guidance to clients in selecting insurance policies that best met their needs and ensuring they were properly covered.
- Managed service tasks for both new and existing customers, addressing inquiries, processing policy changes, and assisting with claims to provide comprehensive customer care.
- Followed established workflows to ensure efficient processing of sales, service requests, and client interactions, maintaining high levels of accuracy and client satisfaction.
- Implemented various marketing techniques, such as referrals and community outreach, to generate new business and expand the client base, contributing to the agency's growth.
- Developed and maintained strong relationships with clients through personalized communication, fostering customer retention and encouraging repeat business.

State Farm

October 2022 - December 2023

Licensed Remote Sales Assistant

- Manage customer accounts and conduct follow-ups with clients on a weekly, biweekly, or monthly basis to ensure their needs are effectively met.
- Perform general clerical tasks such as answering phone calls and providing clients with information regarding insurance options, coverage, billing clarifications, and policy changes.
- Handle tasks in Sfpp, Auto, and Fire folders by reaching out to customers via email or phone, ensuring follow-ups until the issue is resolved.
- Collaborate with agents to develop and implement marketing goals, focusing on strengthening customer relationships.
- Create engaging posts to attract new business using Hootsuite, across platforms such as Facebook, Instagram, and LinkedIn.
- Manage MySfDomain to ensure accurate information and a seamless client experience.

CERTIFICATIONS

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

Bilingual Spanish Hire: 5164 \$3,500

Licensed Remote Sales Assistant

Reported: 20-30 items/month, \$20-30k premium/month (while working part time)

State Farm: 6 years

P&C, Life & Health FL

Will work REMOTE in EST & CST

Desires a Hybrid role with a State Farm Agency @ \$40-45k base, with the ability to earn \$66k+ total

25+ outbound dials/day, 30+ inbound calls, referral sales, pivot and cross selling, lead generation, bundling & customer service