

Direct Hire: 5154 **3-6 Life Apps/Month**

Licensed Team Member

EXPERIENCE

Local State Farm

February 2023 - February 2025

Licensed Team Member

- Quoted and issued personal and business insurance policies, ensuring comprehensive coverage for clients.
- Maintained strong relationships with new and existing clients, fostering trust and satisfaction.
- Assessed client needs, recommended appropriate insurance policies, and conducted tailored account reviews.
- Accurately notated client files to ensure clear documentation and minimize errors for team members taking over cases.
- Contributed as an effective team member in a fast-paced environment, supporting workflow and client satisfaction.

Solution Company

May 2016 - July 2022

Co-Founder/Chief Operating Officer

- Collaborated with 20+ clients to develop a data-driven strategy that improved quality, efficiency, and competitive edge.
- Demonstrated strong judgment to successfully submit a bid for a 3-year Illinois Tollway Authority processing contract worth \$1.4M+.
- Recommended and implemented strategic action plans to enhance production, productivity, quality, and client service standards.
- Trained and mentored new employees, fostering a culture of collaboration, continuous improvement, and high performance.
- Managed day-to-day operations, ensuring compliance, cash handling, loss prevention, vendor relations, and inventory management.

ID Commerce & Logistics, Glendale Heights, IL, US

March 2014 - August 2017

Senior Account Manager/Client Services

- Built and maintained strong client relationships, achieving 100% client loyalty and expanding opportunities.
- Utilized SAP for material management, order processing, and shipment tracking to optimize operations.
- Conducted regular business reviews to drive product development, competitive strategies, and engagement trends.
- Streamlined logistics, resolving issues in order changes, backorders, and inventory control while onboarding new clients and coaching 20+ employees to improve team performance.

Marketing Group

May 2012 - February 2014

Senior Account Manager/Client Services

- Provided strategic marketing insights, leading to a 12% increase in customer retention through data-driven adjustments in direct marketing methods.
- Exceeded revenue growth goals by 80% through process automation, identifying inefficiencies, and driving operational excellence.
- Managed relationships with external vendors, enhancing communication and trust with direct mail, email, SMS, and data entry providers.
- Delivered exceptional customer service, leading teams to manage escalations and reduce churn by 99%.

Database Marketing

February 2000 - May 2012

Assistant Team Manager

- Led multi-phase projects, establishing the largest database client with \$6.5M+ in annual revenue and 100% customer satisfaction.
- Utilized database marketing and CRM to add products and services, increasing customer loyalty and income by 80%.
- Managed administrative tasks, including crafting SOWs, invoices, BRDs, and resource allocation to ensure project success.
- Analyzed data and created reports using Business Objects to provide insights for improved decision-making and client outcomes.

SKILLS

Accounts Sales, Cold Calling, Relationship Management, Mentoring, Customer Service, Customer Loyalty Programs, Insurance Management and Aftercare, Planning of Accounts, Team Building, Business Relationship Management, Revenue Growth, Operational Excellence, Team Management, Customer Retention, Direct Marketing, Strategies of Marketing, Automation, Presentations, Project Management, Database Marketing, Data Entry Skills, Sales, Account Management, Vendor Relationship

Management, Quality Management

CERTIFICATIONS

Property & Casualty and Life & Health Licensed

State of Illinois

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Licensed Team Member

Direct Hire Candidate: 5154 **3-6 LIFE APPS/MONTH** \$3,500

Reported: 20-30 items/month, \$20-30k premium/month

Experience: State Farm 2 years

P&C, Life & Health Licensed in IL

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm Agency @ \$45k+ base, with the ability to earn \$70k+ total

A State Farm team member with 2 years of experience is looking for a remote position with a State Farm agency. The candidate's roles include 30+ outbound dials/day, 20+ inbound calls, referral sales, pivot and cross selling, bundling, policy reviews, creating lead lists, and customer service. The candidate reports selling 3-6 new life policies/month.