

Bilingual Spanish Hire: 5152 **4-6 LIFE APPS/MONTH**

Licensed Office Manager

EXPERIENCE

State Farm

September 2022 - Present

Licensed Office Manager

- Established and maintained strong customer relationships, following up as needed to ensure satisfaction.
- Delivered prompt, accurate, and friendly customer service, addressing inquiries related to insurance availability, eligibility, coverage, policy changes, transfers, claims submissions, and billing clarification.
- Used a customer-focused, needs-based review process to educate customers on their insurance options, helping them make informed decisions.
- Ensured the office was well-maintained and properly equipped to meet customer needs and effectively market relevant products.

Anti-Defamation League

January 2018 - September 2019

Administrative Assistant

- Ordered office supplies, ensuring adherence to the established budget guidelines.
- Answered phone calls, greeted residents and office staff, and maintained open communication with inspectors.
- Conducted property tours with potential tenants, emphasizing key features and benefits of both the apartment and the community.
- Coordinated move-ins and move-outs, ensuring all necessary documentation was completed and compliant with regulations.
- Assisted in scheduling property inspections and ensured that units and common areas were properly cleaned, maintained, and ready for leasing.

CERTIFICATIONS

P&C, Life & Health Licensed in the State of IL, Life only in the State of IN

SKILLS

Professional Skills: Customer Service, Billing Processes, Customer Demand Planning, Customer Relationship Management, Administrative Operations, Knowledge of Leasings, IT Skills: Microsoft Office

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Licensed Office Manager

Reported: 35-45 policies/month, \$40-50k premium/month

State Farm 3 years

P&C, Life & Health Licensed in IL, Life only in IN

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm or Allstate Agency @ \$40-45k base, with the ability to earn \$75k+ total

100+ outbound dials/day, 20+ inbound calls, pivot and cross selling, referral sales, creating their own leads, bundling, networking with local businesses, customer service & reports selling 4-6 new life policies/month.