

Bilingual Spanish Hire: 5170

Licensed Agency Account Manager

EXPERIENCE

Local Allstate

January 2023 - Present

Licensed Agency Account Manager / Inside Sales

- Qualified prospects and identified new products and sales opportunities to meet client needs.
- Conducted policy reviews to ensure clients had the right coverage, meeting evolving needs.
- Met monthly and quarterly sales goals while building relationships with industries such as car dealerships, real estate agents, and mortgage brokers.
- Consolidated agency reports and addressed client inquiries, policy endorsements, and initiated claims.
- Applied in-depth knowledge of insurance regulations in MD, DC, and VA to ensure compliant service and fostered positive relationships for customer retention.

Erosion Solutions

March 2019 - January 2023

Sr. Administrative Officer

- Directed daily administrative operations, ensuring efficiency and organization-wide unity.
- Implemented standardized procedures to streamline workflow and ensure compliance.
- Managed office logistics, including maintenance and maintaining a professional workspace.
- Served as the central contact for internal and external stakeholders, enhancing communication flow.
- Coordinated internal meetings, training sessions, and corporate events with attention to detail.
- Managed executive calendars, appointments, and travel arrangements to optimize time management.
- Assisted in developing and implementing employee engagement initiatives.

EDUCATION

High School

June 2014

Diploma

SKILLS

- Professional Skills: Sales, Customer Service, Customer Satisfaction, Automotive Sales, Profit-Based Sales Targets, Canvassing, Real Estate, Employee Retention, Human Resources, Insurance Claim Processing, Mortgage Loans, Administrative Operations, Travel Coordination, Time Management, Knowledge of Business Events, Employee Engagement, Logistics Operations, Maintenance, Stakeholder Management, Marketing, Social Media, Office Management, Sales Promotion, Innovation, Brand Management, Content Creation, Digital Marketing, Knowledge of Advertising, Promotional Merchandise, Event Management, Ticket Sales, Brainstorming, Drainage Systems

CERTIFICATIONS

Property & Casualty Licensed

States of VA, MD, WV