

Bilingual Spanish Hire **3-5 LIFE APPS/MONTH 5178**

Licensed Insurance Sales Representative

EXPERIENCE

State Farm

January 2014 - Present

Licensed Insurance Sales Representative

- Utilized strong negotiation skills to secure favorable terms for clients when working with insurance carriers.
- Expanded the client base by leveraging networking opportunities and generating referrals from satisfied customers.
- Maintained detailed records of all client interactions, contributing to improved efficiency within the organization.
- Assisted in resolving claims disputes between clients and insurance carriers, ensuring fair and satisfactory resolutions for all parties.
- Improved client retention rates through exceptional relationship-building and proactive follow-ups.
- Consistently achieved sales quotas, demonstrating a strong performance in meeting targets.
- Bi-lingual, fluent in both Spanish and English, enhancing communication with a diverse client base.

Xerox

January 2010 - December 2014

Customer Care Representative

- Delivered customer service for billing inquiries, resolving issues and ensuring satisfaction.
- Processed payment transactions accurately and efficiently, ensuring timely processing.
- Modified customer accounts per requests, such as adding lines or features, based on their needs.
- Opened new accounts and created ICU cases to support customer requests.
- Engaged with more than 40 customers daily, achieving an average of 7 sales per day.
- Identified customer needs and provided tailored solutions, generating purchases and repeat business.
- Fluent in both Spanish and English, offering bilingual support to a diverse customer base.

CERTIFICATIONS

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

SKILLS

Professional Skills: Multilingualism, Sales, Insurance Sales, Customer Retention, Negotiation Skills, Insurance Claim Processing, Retention Rate, Customer Demand Planning, Planning of Accounts, Billing Processes, Customer Service, Critical Care, Professional Customer Services, Prioritization of Requirements, Insurance Management and Aftercare

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Licensed Insurance Sales Representative

Reported: 30-40 policies/month, \$30-40k premium/month

State Farm 11 years

P&C, Life & Health Licensed in NY

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

35+ outbound dials/day, 20+ inbound calls, pivot and cross selling, referral sales, creating their own leads, bundling, win-backs, customer service & reports averaging 3-5 new life policies/month.