

# Direct Hire: 5174 \*\*4-6 LIFE APPS/MONTH\*\*

Licensed Sales & Customer Service Specialist (Hybrid)

## EXPERIENCE

### Local State Farm

March 2024 - Present

Sales & Customer Service Specialist

- Pivoted to Life apps
- Assisted customers with policy inquiries, updates, and claims, ensuring accurate and timely responses.
- Educated new and existing clients on insurance products, coverage options, and recommended tailored solutions to meet their needs.
- Handled and resolved customer concerns, complaints, and issues with professionalism, striving for first-call resolution.
- Managed customer accounts, processed policy changes, updated records, and maintained comprehensive documentation to ensure accuracy and compliance.
- Scheduled appointments for office colleagues and efficiently managed all forms of communication (text messages, emails, calls, voicemails) to streamline office operations.

### Food Services

October 2022 - February 2024

Shift Supervisor/Floating Supervisor

- Assisted customers with policy inquiries, updates, and claims, ensuring accurate and timely responses.
- Educated new and existing clients on insurance products, coverage options, and recommended tailored solutions to meet their needs.
- Handled and resolved customer concerns, complaints, and issues with professionalism, striving for first-call resolution.
- Managed customer accounts, processed policy changes, updated records, and maintained comprehensive documentation to ensure accuracy and compliance.
- Scheduled appointments for office colleagues and efficiently managed all forms of communication (text messages, emails, calls, voicemails) to streamline office operations.

### Coffee House

August 2022 - October 2022

Barista

- Collaborated effectively with a diverse team to uphold the company values of "speed, quality, and service," contributing to the successful establishment of the first Dutch Bros in Clarksville.
- Built personal connections with customers and coworkers to maintain high morale and ensure customer retention.
- Maintained composure during peak hours, consistently excelling in a fast-paced, customer-focused environment.

## EDUCATION

### University

August 2019 - May 2021

(Music) partial completion

### High School

DIPLOMA

## SKILLS

- Professional Skills: Sales, Customer Service, Insurance Claim Processing, Auditing Skills, Mentoring, Restaurant Operation, Task Management, Stock Control, Beverage Products, Customer Satisfaction, Customer Retention, Developmental Disabilities, Administrative Operations, Cash Register Operation, Active Listening Skills, Typing Skills, Agriculture IT Skills: Microsoft Excel

## CERTIFICATIONS

### Property & Casualty and Life & Health Licensed

States of TN & KY

## **Direct Hire: 5174 \*\*4-6 LIFE APPS/MONTH\*\***

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Licensed Sales & Customer Service Specialist (Hybrid)

Direct Hire Candidate: 5174 \*\*4-6 LIFE APPS/MONTH\*\* \$3,500

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

State Farm 1 year

P&C, Life & Health Licensed in TN & KY

Will work REMOTE in CST & EST

Desires a Sales or Hybrid role with a State Farm Agency @ \$40-45k base, with the ability to earn \$60k+ total

70+ outbound dials/day, 30+ inbound calls, referral sales, pivot and cross selling, lead generation, bundling, customer service & reports selling 4-6 new life policies per month.