

Direct Hire: 5173 **4-6 LIFE APPS/Month**

Office Manager/ Licensed Team Member

Experienced Office Manager with strong leadership in administrative, financial, and personnel operations. Skilled in industry practices, highly organized, and dependable. Known for managing multiple priorities with a positive attitude and stepping up to support team goals.

EXPERIENCE

Local State Farm

January 2018 - Present

Office Manager/ Lead Sales Agent

- Developed leads, scheduled appointments, and identified customer needs to recommend suitable insurance products and services, managing over 20 new leads daily.
- Consistently handled a high volume of over 80 calls per day, providing prompt, accurate, and friendly customer service for inquiries related to insurance coverage, claims, and billing.
- Educated customers on available insurance options using a needs-based approach, ensuring comprehensive understanding and satisfaction.
- Collaborated with the agent to set and achieve marketing goals, driving office growth and visibility.
- Assisted in developing and maintaining a digital marketing strategy to effectively promote the office and engage the local community.
- Supported local community events, strengthening relationships and enhancing office presence in the market.
- Reviewed client and staff feedback, implementing necessary adjustments to improve customer satisfaction and streamline office operations.
- Trained and mentored new hires, ensuring they adhered to company processes and achieved peak performance.

Local State Farm

February 2016 - August 2017

Account Manager

- Develop leads, schedule appointments, identify customer needs, and market appropriate products and services.
- Managed over 20 new leads per day.
- Maintained strong work ethic with complete commitment to success each and every day

Local State Farm

August 2012 - April 2013

Account Manager

- Developed leads, scheduled appointments, and identified customer needs to recommend appropriate insurance products and services.
- Consistently maintained a strong work ethic and demonstrated total commitment to achieving daily success.

Insurance Brokerage

April 2013 - May 2015

Marketing /Licensed Sales Agent

- Consistently met and exceeded sales goals through new product sales, cross-selling, and retaining current customers.
- Implemented marketing programs and initiatives to enhance Direct Auto's brand in the local market, including partnerships with car dealerships and participation in local events.
- Built and nurtured relationships with community organizations and local businesses to drive brand visibility and customer loyalty.
- Developed and managed customer relationships, serving as a resource on all Direct Auto products and services for both current and potential clients.
- Monitored key competitors in the local market, providing insights and suggestions to enhance Direct Auto's market position.
- Processed customer payments, issued receipts, and verified daily cash drawer balances and receipts for accuracy.
- Stayed current on company underwriting guidelines, announcements, and policy changes, ensuring compliance with all procedures.
- Managed sales administration and reporting activities to track progress and performance.
- Adjusted sales scripts to better align with customer needs, resulting in a 25% increase in sales.

CERTIFICATIONS

Property & Casualty and Life & Health Licensed

States of TN, MS, AR, GA

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Office Manager/ Licensed Team Member

Direct Hire Candidate: 5173 – 4-6 LIFE APPS/MONTH \$3,500

Reported: 50-60 policies/month, \$40-50k premium/month

State Farm 9 years, Independent 2 years

P&C, Life Licensed in TN, MS, AR, GA

Will work REMOTE in any time zone

Desires a Sales role with a State Farm Agency @ \$50k+ base, with the ability to earn \$90k+ total

80+ outbound dials/day, 20+ inbound calls with live leads, referral sales, pivot and cross selling, bundling, creating their own leads, office and sales management, and customer service. Reports selling 4-6 new life policies/month.