

# Direct Hire Candidate: 5211

Licensed Sales Professional

*People-oriented professional with 3+ years of customer service experience, known for attention to detail, a positive attitude, and a strong commitment to delivering exceptional support. Seeking a career opportunity with room for growth and long-term development.*

## EXPERIENCE

### Local State Farm Agency

*September 2024-February 2025*

Licensed Team Member

- Conducted policy reviews, assisted with claims, and ensured customer satisfaction in a team-oriented environment.
- Collaborated with colleagues to meet individual and office-wide sales goals at Robin Porter State Farm.
- Made 75 outbound calls daily, consistently quoting 3 households per day to expand the client base.
- Fostered a learning environment by exchanging knowledge with team members to enhance performance.

### Local State Farm Agency

*January 2024 - July 2024*

Licensed Team Member

- Helped individuals, families, and small businesses protect what mattered most through a variety of insurance products, including auto, home, life, and business coverage.
- Made 50 outbound calls daily, consistently quoting and selling at least 2 policies per day.
- Built strong relationships with clients, offering personalized insurance solutions to meet their unique needs.
- Contributed to business growth by consistently meeting sales targets and enhancing customer satisfaction.

### Local Allstate Agency

*October 2022 - January 2024*

Licensed Sales Professional

- Helped local families and businesses protect what mattered most through personalized auto, home, life, and business insurance solutions.
- Tailored insurance coverage to meet each client's unique needs, ensuring comprehensive protection and peace of mind.
- Provided expert guidance and support, making a real difference in clients' lives by offering solutions that fit their specific situations.

### Local Insurance Agency

*December 2021 - March 2022*

Insurance Agent

- Worked in a fast-paced environment that blended customer service, problem-solving, and sales, delivering exceptional service to clients.
- Supported clients by offering a wide range of insurance products, leveraging cutting-edge tools and technologies for efficiency.
- Contributed to Sitel Group's reputation as a global leader in customer service outsourcing by providing expert guidance and tailored insurance solutions.

## SKILLS

- Professional Skills: Sales, General Insurance, Insurance Sales, Insurance Management and Aftercare, Insurance Claim Processing, Customer Satisfaction, Profit-Based Sales Targets, Negotiation Skills, Customer Service, Streamline, Scheduling, Outsourcing, Conflict Resolution, Team Management, Restaurant Operation, Agriculture

## CERTIFICATIONS

### Property & Casualty Licensed

State of TN, MI, OH & TX

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Licensed Sales Professional

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Reported: 20-30 items/month, \$20-30k premium/month

State Farm 1 year / Allstate 1.6 years

P&C Licensed in TN, MI, OH & TX

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm or Allstate Agency @ \$36-40k base, with the ability to earn \$50k+ total

75+ outbound dials/day, 10+ inbound calls, referral sales, pivot and cross selling, lead generation, bundling & customer service