

Direct Hire Candidate: 5214 **1-2 Life apps per month**

Licensed Team Member

EXPERIENCE

Local State Farm Agency

July 2023 - Present

Licensed Team Member

- Oversee daily office operations, manage the office calendar, coordinate team tasks, and ensure an efficient workflow to support the agency's objectives.
- Assist clients with policy inquiries, updates, and claims, ensuring accurate and timely responses to maintain excellent customer service.
- Educate clients on insurance products and coverage options, recommending tailored solutions to meet their needs.
- Handle and resolve customer concerns, complaints, and issues professionally to enhance satisfaction.
- Manage customer accounts, process policy changes, update records, and maintain accurate documentation to ensure compliance and efficiency.

Machining Company

November 2022- May 2023

Equipment Operator

- Operated and adjusted rough and smooth finish equipment to meet company quality and quantity standards.
- Packed products into appropriate bags and cases, ensured equipment functionality, and completed necessary reports and maintenance logs.
- Prioritized safe operation, troubleshoot and maintained equipment, and participated in departmental safety audits.

Insurance Company

November 2022 - July 2023

Sales Associate

- Developed creative solutions for complex customer issues, leading to increased sales opportunities and improved customer satisfaction.
- Contributed to the design and creation of promotional materials (brochures, flyers) to support sales initiatives and drive business growth.
- Built and maintained strong client relationships by consistently delivering exceptional service, fostering trust and loyalty throughout the sales cycle.

Retail Store

August 2010 - November 2022

Store Manager

- Oversaw daily store operations, optimizing processes for profitability and efficiency while developing and implementing a customer service program.
- Analyzed sales data and customer feedback to drive improvements, enhancing service quality and identifying opportunities for growth.
- Mentored and onboarded new employees, ensuring understanding of store policies, procedures, and cash handling practices.
- Managed inventory, staffing levels, and employee schedules to meet team needs, and established efficient processes to reduce costs.

EDUCATION

College

Associates Degree

SKILLS

- Professional Skills: Customer Service, Scheduling, Metrics, Stock Control, Business Process Improvement, Brochure Design, Team Management, Upselling Skills, Sales

CERTIFICATIONS

Property & Casualty and Life & Health Licensed

State of KY & TN

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Direct Hire Candidate: 5214 \$3,500 **1-2 LIFE APPS/MONTH**

Reported: 35-45 policies/month, \$30-40k premium/month

State Farm 1.75 years

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

Will work REMOTE in EST, CST & MST

Desires a Sales, Hybrid or Service role with a State Farm Agency @ \$37-40k base, with the ability to earn \$60k+ total

100+ outbound dials/day, 5+ inbound calls, pivot and cross selling, bundling, office management, and customer service & reports averaging 1-2 new life policies/month