

# Direct Hire Candidate: 5240

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## Licensed Team Member

*Detail-oriented professional with extensive experience in financial environments and fieldwork, seeking to contribute to a dynamic team. Passionate about providing accurate, efficient customer service while achieving company goals, multitasking effectively, and representing the organization with professionalism.*

## EXPERIENCE

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### Local State Farm Agency

April 2024 - March 2025

#### Licensed Team Member

- Worked in a fast-paced hybrid role, managing both customer service and sales responsibilities.
- Licensed in personal lines, specializing in home and auto insurance.
- Proficient in State Farm systems, including SFPP, and handling billing issues efficiently.
- Conducted full policy reviews on home and auto insurance, ensuring clients received comprehensive coverage.

### Local State Farm Agency

April 2022 - August 2023

#### State Farm Team Member

- Worked in a fast-paced hybrid role, managing both customer service and sales responsibilities.
- Licensed in personal lines, specializing in home and auto insurance.
- Proficient in State Farm systems, including SFPP, and handling billing issues efficiently.
- Conducted full policy reviews on home and auto insurance, ensuring clients received comprehensive coverage.

### Bank

October 2021 - February 2022

#### Bank Teller

- Completed account transactions, including deposits, withdrawals, loan payments, and check cashing, ensuring accuracy and efficiency.
- Provided account services and analysis, including receiving deposits, processing payments, and recording night and mail deposits.
- Addressed customer inquiries in-person and over the phone, maintaining professionalism and offering clear, polite assistance.
- Logged cashiers checks, travelers checks, and other services, ensuring proper transaction documentation.
- Reconciled cash drawer by verifying transactions, counting, and packaging currency and coins for accuracy.
- Maintained customer confidentiality and protected bank operations by handling sensitive information securely.

### Health Center

July 2016 - August 2021

#### Behavioral Health Technician

- Followed legal and professional guidelines to ensure patient confidentiality.
- Utilized exceptional listening and communication skills to monitor and report patient conditions.
- Assessed and completed detailed end-of-shift reports, ensuring accuracy and timeliness.
- Proficient in Microsoft PowerPoint, Word, and Excel to manage documentation and reports.
- Conducted hourly and half-hourly rounds on client progress, reporting findings to supervisors and CEO.

## SKILLS

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- Professional Skills: Behavioral Medicine, Billing Processes, Physician Patient Privilege, Sales, Agriculture, Catering Activity and Reception Organisation, Customer Demand Planning, Cash Register Operation, Case Management, Deposit Accounts, Time Management, Banking Services, Knowledge of Finance, Telephone Skills, Knowledge of Packaging and Processing, Bartending Skills, Cultural Activities, Sciences, Field Research IT Skills: Computer Literacy, Microsoft PowerPoint, Microsoft Excel, Data Logging

## CERTIFICATIONS

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### Property & Casualty Licensed

State of NY

## Direct Hire Candidate: 5240

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Licensed Team Member

Direct Hire Candidate: 5240 \$3,500

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

State Farm 2 years

P&C Licensed in NY

Will work REMOTE in any time zone

Desires a Customer Service or Hybrid role with a State Farm Agency @ \$40-45k base, with the ability to earn \$50k+ total

50+ outbound dials/day, 40+ inbound calls/day, pivot and cross selling, referral sales, policy reviews with the book of business & customer service. Adaptable to the needs of the agency.