

# Direct Hire Candidate: 5239

Licensed Sales Professional

*Licensed Insurance Agent with 7+ years of success in the auto industry, specializing in customer service, policy reissuance, and product referrals. Proven track record in fostering team leadership and maintaining strong customer loyalty.*

## EXPERIENCE

### Local Allstate Agency

*April 2024 - January 2025*

Licensed Sales Professional

- Managed inbound and outbound sales across all 50 states, offering insurance solutions and addressing customer needs.
- Handled billing inquiries, policy recommendations, license or policy issues, premium collection, appointment follow-ups, and document preparation.
- Provided exceptional customer service, identifying and resolving conflicts to ensure customer satisfaction.
- Advised clients on coverage needs, cross-selling multiple products to enhance coverage and increase sales.

### Movie Theater

*May 2023 - April 2024*

Supervisor

- Managed day-to-day operations, including opening and closing, inventory control, stocking, customer service resolution, and overseeing policies and procedures.
- Assisted the General Manager with media assets, coordinated visual displays, and communicated with studios for film considerations.
- Hired and trained a staff of 30+ employees, ensuring smooth implementation of standardized theater operations and procedures.
- Conducted employee evaluations and staff meetings to maintain high performance and ensure consistent service quality

### Insurance Company

*July 2017 - March 2023*

Customer Service Agent

- Answered billing questions, made policy changes and recommendations, resolved driver license issues, and handled payment collections, appointment scheduling, and document preparation.
- Conducted outbound calls and policy reviews, ensuring all client needs were met and providing tailored insurance solutions.
- Worked as a Reissue Specialist, selling policies to returning and recently canceled customers to retain and grow the client base.
- Ensured customer satisfaction by identifying and resolving conflicts, advising on coverage needs, and cross-selling additional products.

## SKILLS

- Professional Skills: Customer Service, Sales, Customer Satisfaction, Billing Processes, Production of Documents, Consulting, Conflict Resolution, Telephone Skills, Calendar Management, Scheduling, Stock Control, Call Centers, Customer Loyalty Programs, Insurance Management and Aftercare, Automotive Industry IT Skills: Microsoft Office, Microsoft Windows

## CERTIFICATIONS

### Property & Casualty Licensed

State of FL

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Direct Hire Candidate: 5239 \$3,500

Reported: 60-70 items/month, \$60-70k premium/month

Allstate 1 year

P&C Licensed in FL

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with an Allstate Agency @ \$40-45k base, with the ability to earn \$70k+ total

50+ outbound dials/day, 50+ inbound calls/day, referral sales, pivot and cross selling, lead generation, bundling & customer service