

Direct Hire Candidate: 5244

Licensed Team Member

EXPERIENCE

Local State Farm Agency

May 2024 - Present

- Providing coverage solutions tailored to client needs.
- Conducted cold calls to generate leads, uncovering customer needs and helping them find suitable insurance policies.
- Updated policy information, monitored claims, and provided ongoing support to policyholders to ensure satisfaction.
- Maintained detailed customer records, working with ECRM, NECHO+, and other databases to track and manage client information.

Print Shop

October 2022 - May 2024

Store Representative

- Drove sales and provided exceptional customer service by working one-on-one with customers to find desired products and customizable options.
- Opened and closed the store independently, ensuring smooth operations and excellent customer experiences.
- Utilized Salesforce software to log customer information, track details, and maintain accurate records.
- Made cold calls to previous and potential clients, keeping detailed notes on preferences and organizational needs.
- Applied expert knowledge of design, graphics, and logos to guide clients in placing large orders for businesses, schools, and charities, including orders over \$10k.

Print Shop

November 2021 - October 2022

Store Manager

- Fostered a healthy team environment by managing schedules, handling customer surveys, and building strong client relationships.
- Drove team performance by focusing on key metrics such as Conversion, Average Transaction Value, Weekly Sales Goals, and Units per Transaction.
- Utilized Microsoft Office, Kronos, and timekeeping software to manage time cards, auditing, and ensuring accurate payroll processes.
- Recruited, trained, and oversaw Sales Associates and Assistant Managers, providing coaching and constructive feedback to improve performance.

Retail Store

March 2018 - November 2021

Assistant Store Manager

- Promoted from Supervisor to Assistant Store Manager, supporting the Store Manager and fostering a positive team environment focused on key metrics like Conversion, Sales Goals, and Units per Transaction.
- Recruited, trained, and supervised Sales Associates and Supervisors, providing coaching and feedback to improve team performance and ensure a fun and engaging environment for customers.
- Maintained the LEGO Brand Framework and upheld safety standards, managing store operations such as visual merchandising, money audits, inventory, and loss prevention.
- Led in-store events, assisted customers in selecting products and add-ons, and created an exciting environment for families and children while managing day-to-day store functions.

SKILLS

- Professional Skills: Sales, Cold Calling Sales, Business Administration, Customer Demand Planning, Casualty Insurance, Customer Service, Merchandising, Insurance Claim Processing, Profit-Based Sales Targets, Cash Register Operation, Loss Prevention, Auditing Skills, Mentoring, Scheduling, Customer Relationship Management,

CERTIFICATIONS

Property & Casualty Licensed

State of WV, VA & MD

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

State Farm 1 year

P&C Licensed in WV, VA & MD

Will work REMOTE in EST & CST

Desires a Sales or Hybrid role with a State Farm Agency @ \$37-40k base, with the ability to earn \$50k+ total

30+ outbound dials/day, 40+ inbound calls, referral sales, pivot and cross selling, lead generation, bundling & customer service