

Direct Hire Candidate: 5285 **1-3 Life apps per month**

Licensed Team Member

Dedicated and versatile professional with experience in customer service, administration, and management. Known for building strong relationships, maintaining accuracy, and delivering high-quality results with a proactive work ethic and strong communication skills. Proficient in MS Office and committed to enhancing operational efficiency and client satisfaction. .

EXPERIENCE

Local State Farm Agency

January 2021 - Present

Office Manager

- Managed daily office operations, coordinating schedules and workflows to ensure smooth internal processes and excellent client service.
- Led and supported a team to meet customer service standards, resolve issues efficiently, and maintain high client satisfaction.
- Delivered tailored insurance recommendations by clearly explaining policy options, coverages, and benefits.
- Handled daily financial tasks, including cash management and timely bank deposits, with consistent accuracy.
- Prioritized multiple administrative responsibilities, demonstrating strong organizational and time management skills.

Local State Farm Agency

January 2019 - January 2021

Licensed Team Member

- Collaborated with colleagues and clients to deliver exceptional customer service, ensuring client needs were met efficiently and professionally.
- Provided tailored insurance solutions with clear communication and detailed explanations to clients from diverse backgrounds.
- Managed daily financial transactions with accuracy, including processing payments and ensuring timely deposits.
- Demonstrated strong organizational and multitasking skills to prioritize and complete administrative responsibilities effectively.

Supply Company

June 2010 - January 2019

Office Assistant

- Demonstrated excellent attention to detail and accuracy in all administrative and customer service tasks.
- Provided outstanding customer service with a collaborative, team-oriented approach.
- Effectively multitasked and prioritized duties in a fast-paced work environment.
- Assisted the manager with daily operations, including customer service, administrative support, and inventory management.
- Maintained accurate financial records, ensuring consistency between cash drawers and daily sales.
- Drafted bids, proposals, and correspondence to contractors and prospective clients, enhancing outreach and communication efforts.

EDUCATION

University

Associate in Nursing

SKILLS

- Professional Skills: Prioritization of Requirements, Customer Demand Planning, Deposit Accounts, Financial Accounting, Vehicle Insurance, Customer Service, Administrative Operations, Cash Register Operation, Sales, Accounting, Stock Control, Fluid Pipes, Nursing, Customer Satisfaction, Business Efficiency, Agriculture IT Skills: Microsoft Office, Microsoft PowerPoint, Microsoft Outlook, Microsoft Word, Microsoft Excel

CERTIFICATIONS

Property & Casualty and Life & Health Licensed

State of NM, TX, AZ & CO

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Direct Hire: 5285: **1-3 LIFE APPS/MONTH**

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

State Farm 6.3 years

Licensed in P&C, Life & Health NM, TX, AZ, CO

Will work REMOTE ONLY in any time zone

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

Must offer health benefits or stipend

Background includes 30+ outbound dials/day, 40+ inbound calls with live leads, referral sales, pivot and cross selling, bundling, policy reviews, win-backs, office management, and customer service.

Reports 1-3 new life policies sold per month.