

Bilingual Spanish Hire: 5293 **3-5 life apps/month**

Licensed Team Member

EXPERIENCE

Local State Farm Agency

January 2021-Present

Licensed Team Member

Local Allstate Agency

October 2017-January 2021

Licensed Sales Professional

- Implemented strong underwriting guidelines prior to policy issuance to ensure long-term retention and minimize risk of termination.
- Managed the full sales cycle, from lead qualification to closing, ensuring high conversion rates.
- Effectively multitasked in a fast-paced environment using multiple systems to deliver immediate and accurate customer responses.
- Built strong rapport with clients both in person and over the phone, resulting in increased sales and retention.
- Recognized as the highest selling agent, averaging \$30,000 in monthly premium and consistently achieving agency bonus milestones.
- Contributed to sustained company growth and profitability through client retention and quality business acquisition.

Insurance Company

October 2010 - December 2015

Office Manager

- Proven leader with a passion for developing top-performing teams focused on service excellence and goal achievement.
- Expanded sales through exceptional customer service, relationship building, and identifying new business opportunities.
- Created a positive, high-energy work environment by hiring, training, and mentoring support staff.
- Boosted sales by 30% after stepping into the office manager role through strategic team leadership and process improvements.
- Launched successful cold calling campaigns, implemented referral incentives, and engaged in networking events to drive growth.
- Specialized in sales and underwriting of auto, home, and commercial insurance policies, ensuring compliance and client satisfaction.

School District

January 2002 - June 2010

Spanish translator

- Supported students academically and emotionally to help them achieve their educational goals through personalized guidance and daily assistance.
- Participated in annual IEP (Individualized Education Program) meetings, providing Spanish translation services to ensure clear communication between families and school staff.

EDUCATION

College

Associates of Arts Degree

SKILLS

- Professional Skills: Sales, Customer Service, Sales Promotion, Service Delivery, Cold Calling Sales, Knowledge of Campaigns, Insurance Management and Aftercare, Cultural Activities IT Skills: Microsoft Office, Microsoft Word, Microsoft Excel

CERTIFICATIONS

Property & Casualty and Life & Health Licensed

State of CA

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Licensed Team Member

Bilingual Spanish Hire: 5293 \$3,500 **3-5 LIFE APPS/MONTH**

Reported: 15-25 policies/month, \$15-25k premium/month (State Farm w/ restrictions)

20-30 items/month, \$20-30k premium/month (Allstate before restrictions)

State Farm 3.5 years, Allstate 3 years, Independent 5 years

P&C, Life & Health Licensed in CA

Will work REMOTE in PST, MST, CST

Desires a Sales, Hybrid, or Customer Service role with a State Farm Agency @ \$50k+ base, with the ability to earn \$70k+ total

30+ outbound dials/day, 40+ inbound calls, referral sales, pivot and cross selling, lead generation, bundling, win-backs, office management, customer service & reports selling 3-5 new life policies/month. Fluent in Spanish and experienced in serving the Spanish-speaking community.