

Direct Hire Candidate: 5295

Licensed Sales Professional

Motivated and adaptable professional seeking a challenging position to apply and expand my experience and education in support of company success. A disciplined leader and strong problem-solver who thrives under pressure, manages multiple priorities effectively, and maintains high standards of quality. Known for excellent communication, discretion, and a passion for community engagement and preventive solutions.

EXPERIENCE

State Tax Department

January 2025-Present

Tax Examiner Sr

- Audited tax returns for accuracy, reviewing income, deductions, subtractions, and tax code compliance.
- Conducted billing, collections, and audit production while ensuring timely and effective customer service.
- Managed tax compliance for non-filers, processed income adjustments, and performed current-year audits.
- Performed federal comparison audits to identify discrepancies and enforce proper reporting standards.

Insurance Company

April 2024 - January 2025

Licensed Sales Agent

- Assisted and educated customers on insurance products, ensuring coverage met individual needs.
- Provided personalized policy recommendations based on customer profiles and risk assessments.
- Maintained up-to-date knowledge of insurance products and regulations to deliver accurate guidance.
- Built lasting relationships through excellent service, contributing to customer retention and referrals.
- Supported customers through the policy lifecycle, from initial quote to claims assistance.

Local Allstate Agency

October 2021 - August 2023

Market Sales Associate

- Specialized in selling auto, home, renters, umbrella, and cycle insurance.
- Handled high-volume inbound and outbound calls, providing expert guidance and insurance solutions tailored to customer needs.
- Educated clients on policy coverage, billing inquiries, and product options to promote informed decisions and customer satisfaction.
- Maintained a 90% client retention rate by delivering exceptional service and personalized support.
- Supported agency growth through social media marketing and local outreach initiatives.

Insurance Company

July 2021 - November 2021

Licensed Billing Agent

- Handled high-volume inbound and outbound calls, assisting customers with billing inquiries, policy updates, and account adjustments.
- Provided personalized customer service, including resolving sensitive issues related to payments and coverage concerns.
- Processed policy changes and ensured all correspondence and documentation were accurate and compliant with industry standards.
- Maintained a professional and empathetic approach in every interaction to ensure customer satisfaction and retention.

SKILLS

- Professional Skills: Customer Service, Billing Processes, Insurance Sales, Sales, Insurance Management and Aftercare, Financial Services Specialist, Marketing, Social Media, Retention Rate

CERTIFICATIONS

Property & Casualty and Life & Health Licensed

State of VA

Direct Hire Candidate: 5295

Licensed Sales Professional

Direct Hire Candidate: 5295 \$3,500

Reported: 30-40 items/month, \$30-40k premium/month

Allstate MSA 2 years, Geico 3 years

P&C L&H Licensed inVA

Will work REMOTE in any time zone

Desires a Sales, Hybrid, or Service role with any Agency @ \$40k+ base, with the ability to earn \$65k+ total

100+ outbound dials/day, 10+ inbound calls with cold calls, pivot and cross selling, bundling, requotes, and customer service