

# Bilingual Spanish Hire: 5321

Licensed Team Member

*Dedicated and versatile professional with a strong background in customer service, sales, and management. Proven track record of exceeding sales goals, improving customer satisfaction, and leading high-performing teams. Adaptable, results-oriented, and committed to continuous growth and excellence.*

## EXPERIENCE

### Local State Farm Agency

September 2024 - Present

Office Manager

- Led a team of four, overseeing operations, sales, and customer service for Monica Edwards' State Farm agency.
- Boosted agency visibility by increasing Google reviews by 100 through proactive customer engagement.
- Exceeded sales goals by consistently selling 100+ property and casualty policies per month for three consecutive months.
- Trained staff on sales techniques, compliance standards, and eCRM tools to improve team productivity.
- Managed underwriting, claims processing, and policy renewals in alignment with State Farm guidelines.
- Hold an active Property and Casualty Insurance License in New Mexico.

### Customer Experience Company

April 2024 - July 2024

Customer Service Representative (Bilingual)

- Assisted customers with troubleshooting application issues, resolving technical problems to restore functionality quickly.
- Managed customer accounts by processing closures, updating information, and performing routine maintenance.
- Delivered high-quality support via phone and email, ensuring customer satisfaction and promoting retention.
- Documented all customer interactions and solutions accurately in the system.
- Met or exceeded key performance metrics, including resolution rates, call handling time, and satisfaction scores.

### Jewelry Store

August 2022 - April 2023

Jewelry Consultant

- Engaged with customers to understand their needs, present merchandise, and offer detailed product knowledge to support purchasing decisions.
- Consistently met or exceeded sales goals, contributing to overall team success and store performance.
- Participated in ongoing training programs to enhance product knowledge, sales techniques, and career development.

## EDUCATION

### University

Associate's degree in Cybersecurity

## SKILLS

Professional Skills: Customer Service, Profit-Based Sales Targets, Customer Relationship Management, Sales, Casualty Insurance, Team Management, Financial Underwriting, Insurance Claim Processing, Customer Satisfaction, Customer Support, Customer Communications Management, Insurance Management and Aftercare, Risk Analysis.

IT Skills: Microsoft Word, Microsoft Excel, Microsoft Office.

## CERTIFICATIONS

### Property & Casualty Licensed

State of NM

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Bilingual Spanish Hire: 5321 \$3,500

Reported: 20-30 policies/month, \$17-27k premium/month

State Farm 9 months

P&C Licensed in NM

Will work REMOTE in EST & CST

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

50+ outbound dials/day, 20+ inbound calls, pivot and cross selling, referral sales, bundling, office management, selling and servicing the Spanish-speaking community & customer service