

Direct Hire Candidate: 5350

Licensed Team Member

EXPERIENCE

Truck Company

February 2024 - Present

Dispatcher/Customer Service

- Scheduled and dispatched drivers to job sites, ensuring timely and efficient routing with a strong attention to detail.
- Oversaw daily office operations, including administrative tasks, communication, and workflow management as office manager.
- Managed inventory, sales, and staffing for an adjacent hardware store, maintaining smooth business operations and customer service.
- Coordinated between field operations and office staff to ensure accurate job scheduling and resource allocation.
- Maintained organized records and documentation for dispatch, deliveries, and hardware transactions.

Local State Farm Agency

July 2022 - February 2024

Licensed Team Member

- Licensed in life, health, auto, and home insurance, providing clients with tailored coverage solutions across multiple product lines.
- Successfully grew a loyal customer base through exceptional service, personalized attention, and consistent follow-up.
- Demonstrated strong attention to detail in managing client accounts, processing policies, and ensuring accurate documentation.
- Maintained high customer retention by building trust and long-term relationships with policyholders.

Grocery Store

March 2020 - December 2022

Customer Service

- Delivered excellent customer service by building strong relationships with both customers and vendors to support a positive store environment.
- Opened the store daily, prepared registers and money tills, and ensured proper setup and operational readiness.
- Maintained register integrity by mapping usage and monitoring functionality across all checkout stations.
- Served as Captain of the Associate Voice Team, gathering feedback, creating engagement plans, and promoting a collaborative workplace culture.
- Managed and regularly updated employee communication boards to ensure timely and effective internal communication.

EDUCATION

University

Bachelor's degree in Business

SKILLS

- Professional Skills: Customer Service, Scheduling, Customer Relationship Management, Flowcharts, Algebra, Cycle Counting, Geometry, Numerical Analysis, Stock Control, Knowledge of Mathematics, Time Management, Accounts Payable, Accounts Receivable, Supply Chain Management, Teaching, Human Resources, Insurance Management and Aftercare, Superstores, Property Insurance IT Skills: Microsoft Office, Computer Literacy

CERTIFICATIONS

Property & Casualty and Life & Health Licensed

State of SC

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Reported: 25-35 policies/month, \$30-40k premium/month

Experience: State Farm 1.5 years

Licensed in P&C, Life & Health – SC

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm Agency @ \$40-45k base, with the ability to earn \$60k+ total

40+ outbound dials/day, 30+ inbound calls, pivot and cross selling, referral sales, creating their own leads, bundling, and customer service

Must offer health or stipend