

Direct Hire Candidate: 5349

Licensed Team Member

EXPERIENCE

Local State Farm Agency

December 2023 - May 2025

Account Manager

- Partnered with the marketing team to develop customized solutions and targeted email campaigns, increasing client engagement through segmentation analysis.
- Built and maintained strong client relationships, serving as the primary point of contact for inquiries, issue resolution, and ongoing account support.
- Utilized CRM software to track sales activities, manage leads, and develop personalized account plans with defined goals and strategies.
- Conducted regular business reviews to assess client satisfaction and identify opportunities for growth and service improvement.
- Collaborated with the finance team to resolve billing discrepancies and ensure timely payment collection, while managing a high-volume workload efficiently.

Bakery

August 2023 - Present

Executive Administrative Assistant

- Managed social media platforms by creating engaging content, handling photography, and interacting with customers to promote the brand.
- Ordered and tracked inventory of dry goods and office supplies to ensure consistent stock and smooth operations.
- Designed and produced custom labels for product packaging to maintain branding and product identification.
- Received customer orders and communicated details accurately to the baker for timely preparation.
- Assisted with baking tasks as needed to support daily production and maintain quality standards.

Bank

February 2023 - September 2023

Wire Transfer Specialist

- Processed incoming and outgoing wire transfers with accuracy, ensuring compliance with federal, state, and local regulations while maintaining strong internal and external customer relationships.
- Monitored wire queues, prepared general ledger entries, and maintained electronic files to support accurate fund transfer tracking and reporting.
- Conducted transaction verifications, reviewed wire agreements, performed callback confirmations, and secured approvals for exceptions and overdrafts.
- Investigated and resolved wire errors, balanced daily transactions against the Federal Reserve, and maintained clearing general ledgers.
- Researched inbound transactions, updated SWIFT payment trackers, and coordinated with relevant departments on fraudulent activity and referrals.

SKILLS

Professional Skills: Customer Communications Management, Customer Relationship Management, Sales, Customer Service, Consulting, Conflict Resolution, Data Entry Skills, Office Management, Team Management, Telecommunications, Call Centers, Cash Register Operation, Retail Commerce, Restaurant Operation, Administrative Operations, Catering Activities, Customer Support, Knowledge of Hospitality, Nursing.

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

CERTIFICATIONS

Property & Casualty and Life & Health Licensed

State of GA, FL, NC & TN

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Direct Hire Candidate: 5349 – 2-4 Life Apps/Month

Reported: 30-40 policies/month, \$35-45k premium/month

Experience: State Farm 1.5 years

Licensed in P&C, Life & Health – GA, FL, NC, TN

Will work REMOTE in EST or CST

Desires a Sales or Hybrid role with a State Farm Agency @ \$37k+ base, with the ability to earn \$65k total

25+ outbound calls/day, 30+ inbound calls, pivot and cross selling, developing their own leads, referral sales, commercial sales, and customer service.