

# Direct Hire Candidate: 5352

Licensed Team Member

*Dynamic sales and customer service professional with over 25 years of experience driving performance and delivering results. Known for stepping up to support cross-functional initiatives beyond core responsibilities. Proven strengths include coaching and developing high-performing teams, identifying growth opportunities through data-driven analysis, and consistently exceeding sales and service expectations.*

## EXPERIENCE

### Local State Farm Agency

February 2025 - March 2025

Licensed Team Member

- Submitted insurance quotes to prospective clients, effectively presenting coverage options to generate new sales.
- Attended networking events to build relationships, expand referral sources, and identify potential clients for future business opportunities.
- Conducted follow-ups with leads and previous quotes to convert prospects into active policyholders and boost close ratios.
- Identified cross-sell opportunities during client interactions, increasing multi-line policy adoption and overall customer value.

### Local State Farm Agency

June 2024 - January 2025

Licensed Team Member

- Submitted insurance quotes to prospective clients, presenting coverage options to drive new business and increase policy sales.
- Successfully completed study requirements and obtained the Arizona Life Insurance License.
- Supported completion of service tasks for customers, the agency, and State Farm to ensure smooth policy processing and client satisfaction.
- Generated 207 insurance policy sales within six months, resulting in \$134,780 in total premiums.

### Insurance Company

March 2023 - September 2023

Customer Service Representative

- Provided phone support to existing policyholders, assisting with account management and policy updates.
- Reviewed current coverages with clients and offered personalized recommendations to ensure proper protection.
- Identified opportunities to promote and recommend additional insurance products and services based on client needs.

### Medical Equipment Company

August 2014 - December 2022

Residential Products Escalations Manager

- Led a team responsible for resolving escalated cases beyond frontline agent capabilities, ensuring high levels of customer satisfaction.
- Tracked and reported common escalation types to cross-functional departments, helping identify training gaps and improve overall contact center performance.
- Acted as the point of contact for CEO-level escalations, investigating root causes of dissatisfaction and delivering comprehensive case resolutions.
- Consistently exceeded performance targets (averaging 104%) by identifying individual team motivators and applying consistent coaching and performance standards.

## SKILLS

- Professional Skills: Sales, Merchandising, Retail Commerce, Technical Support, Customer Satisfaction, General Ledger Documents, Project Management, Stock Control, Customer Experience, Demonstration Skills, Customer Service, Performance Management, Phone Support, Customer Relationship Management, Call Centers, Consulting, Insurance Sales, Retail Management, Wireless Communications,

## CERTIFICATIONS

### Property & Casualty and Life & Health Licensed

State of AZ

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Direct Hire Candidate: 5352 \*\*1-3 Life apps/month\*\*

Reported: 30-35 items/month, \$20-25k premium/month

State Farm 9 months, Geico 6 months

P&C, Life & Health Licensed in AZ

Will work REMOTE in EST & CST; open to local agent in Davenport, IA (52801)

Desires a Sales role with a State Farm Agency @ \$40k base, with the ability to earn \$75k+ total

30 outbound dials/day, 10+ inbound calls, referral sales, pivot and cross selling, lead generation, bundling, and customer service.