

# Bilingual Spanish Hire: 5363

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Licensed Sales Professional

*Motivated and flexible student seeking an opportunity to contribute to your company's success while gaining valuable work experience. Known for strong communication skills, a dedicated work ethic, and a commitment to exceeding customer expectations. Reliable and adaptable in fast-paced environments, with proven problem-solving abilities and effective task prioritization to support team goals and company growth.*

## EXPERIENCE

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### Insurance

*January 2024 - Present*

Licensed Sales Professional

- Resolved client inquiries and complaints promptly to maintain trust, loyalty, and satisfaction.
- Set up new policies, calculated premiums, established payment methods, and processed claims with accuracy.
- Maintained detailed records of client interactions, transactions, and policy updates in company systems.
- Delivered exceptional customer service while prioritizing client privacy and implementing competitive marketing strategies to maximize market share.

### Local Allstate Agency

*September 2022 - January 2024*

Licensed Sales Professional

- Prospected and scheduled new client appointments weekly, meeting or exceeding set quotas.
- Conducted on-site visits and presentations to engage new, existing, and potential clients.
- Collected client information for claim processing and handled confidential documents with discretion.
- Managed client communications via phone and email, ensuring timely and professional correspondence.

### Rental Car Company

*April 2022 - September 2022*

Rental Sales Agent

- Collected payments upon equipment return, clearly explaining charges and ensuring customer understanding.
- Secured required signatures and verified compliance with contract terms and rental policies.
- Handled legal documents accurately and met all time-sensitive requirements.
- Delivered exceptional customer service, fostering positive experiences and encouraging repeat business.

### Car Rental Company

*September 2021 - April 2022*

Customer Service Associate

- Documented, researched, and resolved customer service program sign-ups and related issues.
- Followed up with customers to ensure satisfaction and offer additional support.
- Promoted exceptional service through every interaction, helping generate repeat business.
- Handled inquiries, billing questions, payments, and service requests with professionalism and accuracy.

## SKILLS

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- Professional Skills: Customer Service, Insurance Claim Processing, Market Share, Sales, Customer Relationship Management, Business Correspondence, Social Marketing, Confidentiality, Customer Demand Planning, Social Media, Budgeting Skills, Billing Processes, Knowledge of Finance, Customer Account Management, Car Rental IT Skills: Databases

## CERTIFICATIONS

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### Property & Casualty Licensed

State of CA

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

Experience: Allstate 1.8 years, Farmer's 1 year

Licensed in: P&C – CA

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with an Allstate, State Farm, or Farmer's Agency @ \$40–45k base, with the ability to earn \$80k total

A bilingual Allstate LSP is looking for a remote position with an Allstate, State Farm, or Farmer's agency. The candidate has a background in 25+ outbound dials/day, 15+ inbound calls with live lead transfers, pivot and cross selling, bundling, referral sales, selling and servicing the Spanish-speaking community, and customer service.