

# Direct Hire Candidate 5380: \*\*4-8 Life Apps/Month\*\*

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Licensed Team Member

## EXPERIENCE

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### Local State Farm Agency

November 2024 - Present

Customer Service Manager/Account Manager

- Collaborated with the customer care team to resolve service issues, streamline workflows, and manage high call volumes efficiently.
- Cleared overdue service tasks and restructured daily processes to improve team organization and productivity.
- Transitioned into a sales role after three months, implementing lead follow-up strategies and working internet leads with a structured 21-day process.
- Supported agency growth by identifying coverage gaps, managing renewal outreach, and assisting the agent in achieving life and health insurance sales targets.

### Local State Farm Agency

July 2018 - November 2024

Sales/Office Manager/Service Manager

- Opened and ran a new State Farm insurance sales office in partnership with the owner, helping establish the foundation for long-term growth.
- Served as the only salesperson during the startup phase while also acting as the office manager, overseeing day-to-day operations.
- Led and trained a team of four employees, ensuring smooth onboarding and continued performance improvement.
- Developed and implemented an organized sales system to maximize efficiency across prospecting, follow-ups, and policy reviews.
- Contributed directly to the office's success, achieving recognition as the 5th best-performing State Farm agency in the St. Louis region within two years.

### Home Buying Agency

March 2022 - September 2022

Transaction Coordinator

- Established and structured a new transaction coordinator role, creating systems to streamline closings and ensure compliance with city occupancy regulations.
- Researched short-term rental requirements using public records and data sources; coordinated directly with city/county inspectors for inspections and permits.
- Managed the scheduling of cleanings, photography, closings, and utilities through a detailed calendar system to meet project timelines.
- Tracked construction progress, organized and filed closing documents, and entered financial metrics such as closing numbers and profit margins into the CRM system.
- Performed clerical tasks, including deep cleaning houses for closing, filing paperwork, and maintaining an organized office environment.

## EDUCATION

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### College

Associates of Arts and Science

## SKILLS

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- Professional Skills: Customer Service, Sales, Insurance Sales, Telephone Skills, Money Management, Administrative Operations, Customer Relationship Management, Construction, Profit Margins, Filing Skills, Data Entry Skills, Mechanical Assembly, Real Estate, Profit-Based Sales Targets, Surveys, Business Marketing, Operations Management, Time Management, Training Activities, Upselling Skills, Team Building, Mentoring IT Skills: Google Docs, Microsoft Office

## CERTIFICATIONS

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### Property & Casualty and Life & Health Licensed

State of IL, MO, IN & LA

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Reported: 30–40 policies/month, \$40–50k premium/month

Experience: State Farm 6.5 years

Licensed in: P&C, Life & Health – IL, MO, IN, LA

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm Agency @ \$50k+ base, with the ability to earn \$80k+ total

A producer with 6+ years of State Farm experience is looking for a remote opportunity with a State Farm agency. The candidate's roles include: 60+ outbound dials/day, 15+ inbound calls/day with live lead transfers, pivot and cross selling, referral sales, bundling, win-backs, marketing, networking, office management, and customer service. The candidate reports selling 4–8+ new life policies per month and was recognized in the Team Member Hall of Fame in their region for life sales.