

# Direct Hire Candidate: 5384

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Licensed Sales Professional

## EXPERIENCE

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### Insurance Company

January 2025 - Present

Customer Care Specialist

- Answered incoming calls from prospects for brokered insurance products offered through MyLifeProtected
- Educated members on various insurance products, addressing inquiries and guiding them through plan options
- Delivered exceptional customer experience by resolving concerns and providing tailored solutions
- Utilized conflict resolution and sales skills to retain clients and close new business opportunities
- Handled insurance billing questions across multiple product lines with accuracy and professionalism

### Insurance Company

November 2023 - December 2024

Licensed Insurance Producer

- Answered inbound calls from prospects and clients regarding BiBerk commercial insurance products
- Provided detailed guidance on product options, coverages, and application processes
- Delivered excellent customer service by resolving billing inquiries and policy-related concerns
- Applied conflict resolution strategies to de-escalate issues and retain customers
- Utilized strong sales skills to convert inquiries into new commercial policyholders

### Local Allstate Agency

June 2021 - November 2023

Senior Licensed Sales Professional

- Answered inbound calls from policyholders, addressing inquiries on auto and property insurance products
- Assisted customers with policy servicing, billing issues, payments, and product-related questions
- Delivered exceptional customer service while resolving concerns efficiently and professionally
- Utilized sales and cross-selling techniques to identify additional insurance needs and recommend appropriate solutions
- Applied conflict resolution skills to de-escalate issues and ensure customer satisfaction

### Insurance Company

June 2016 - May 2021

Account Specialist

- Answered inbound calls from prospects and clients for partner carriers including Safeco, Travelers, and Progressive
- Provided support for policy servicing, billing inquiries, payments, and product-related questions
- Delivered high-quality customer service tailored to the needs of Nevada-based policyholders
- Assisted with policy changes and ensured accurate and timely resolution of client concerns
- Maintained up-to-date knowledge of multiple carrier systems and procedures to support a wide range of insurance products

## EDUCATION

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### University

Bachelor of Arts in Film

## SKILLS

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- Professional Skills: Telephone Call Reception Management, Customer Service, Sales, Conflict Resolution, Customer Experience, Insurance Management and Aftercare, Billing Processes, Accounting, Financial Underwriting, Cash Register Operation, Cold Calling Sales, Data Entry Skills, Insurance Sales, Retail Commerce, Typing Skills, Administrative Operations, Customer Account Management
- IT Skills: Microsoft Outlook, Google Docs, Microsoft Office

## CERTIFICATIONS

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### Property & Casualty Licensed

State of NV

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Reported: 35–45 items/month, \$40–50k premium/month

Allstate 2 years

Licensed in P&C – NV

Will work REMOTE in any time zone · Must offer medical

Desires a Sales role with an Agency @ \$43k+ base, with the ability to earn \$75k+ total

Handles 50+ outbound dials/day, 100+ inbound calls, referral sales, pivot and cross selling, lead generation, bundling, and customer service.