

Bilingual Spanish Hire: 5395 **2-3 Life apps/month**

Licensed Team Member

EXPERIENCE

Local State Farm Agency

February 2023 - December 2024

Licensed Team Member

- Provided personalized support to customers by addressing insurance inquiries with accuracy, professionalism, and care.
- Led team efforts during system upgrades and process improvements, enhancing operational efficiency and service delivery.
- Collaborated with leadership to implement workflow solutions, streamlining operations and improving team communication.
- Contributed to a more cohesive and responsive customer experience through continuous process optimization.

Restaurant

June 2021-February 2023

Shift Manager

- Consistently exceeded store goals and key operational metrics through strategic planning, clear communication, and effective resource management.
- Maintained a clean, organized, and safe environment, ensuring compliance with health and safety regulations while boosting team morale.
- Directed daily operations and resolved issues promptly to ensure efficient workflows and a seamless customer experience.

Restaurant

May 2019-June 2021

Barista

- Delivered exceptional customer service during high-volume periods, creating a positive and welcoming environment for all patrons.
- Built strong rapport with team members, fostering collaboration and efficiency in a fast-paced setting.

SKILLS

- Professional Skills: Workflows, Customer Experience, Business Process Improvement, Resource Management, Customer Service, Strategic Management, Metrics, Occupational Safety and Health, Team Building, Conflict Resolution, Scheduling, Agriculture, Social Work, Food Drives

CERTIFICATIONS

Property & Casualty and Life & Health Licensed

State of NV, AR & OR

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Reported: 30-40 items/month, \$25-35k premium/month

State Farm 1.8 years

P&C, Life & Health Licensed in NV

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm Agency @ \$40-45k base, with the ability to earn \$65k total

25+ outbound dials/day, 40+ inbound calls, referral sales, pivot and cross selling, bundling, networking, event marketing, selling and servicing the Spanish speaking community, and customer service