

Direct Hire Candidate: 5400

Licensed Team Member

EXPERIENCE

Local State Farm Agency

July 2024 - Present

Customer Service Representative

- Answered customer questions regarding insurance eligibility, coverage options, policy changes, transfers, claims, and billing to ensure a clear understanding of their policies
- Initiated and followed up on insurance claims, serving as a liaison between clients and carriers to streamline the claims process
- Processed policy changes efficiently, ensuring all updates were accurate and aligned with customer requests and underwriting guidelines
- Established and nurtured long-term customer relationships through personalized service and regular touchpoints
- Educated clients on available insurance products and options, tailoring recommendations to meet individual needs
- Maintained detailed and accurate records of all customer interactions, transactions, and policy updates to ensure compliance and continuity of service

Healthcare Company

March 2022 - July 2024

Patient Service Representative

- Communicated with patients over the phone to address scheduling, insurance, and general inquiries in a professional and empathetic manner
- Accurately scheduled medical appointments based on detailed protocol guidelines, ensuring provider availability and patient needs were aligned
- Pre-registered patients and verified insurance coverage and eligibility to reduce errors and improve service efficiency
- Delivered clear and concise telephone encounter messages using proper grammar, spelling, and documentation standards
- Handled 100+ back-to-back inbound calls per shift while maintaining a calm demeanor and providing excellent service under pressure

Healthcare Company

May 2019 - April 2022

Patient Representative

- Opened the office each business day, preparing the environment for daily operations and patient flow
- Greeted and assisted visitors and callers in a professional and courteous manner, ensuring a welcoming experience
- Maintained a safe, clean, and calm reception and waiting area to promote comfort and professionalism
- Verified insurance coverage, obtained prior authorizations and referrals for procedures and office visits

SKILLS

- Professional Skills: Insurance Management and Aftercare, Billing Processes, Customer Service, Customer Relationship Management, Insurance Claim Processing, Knowledge of Finance, Calendar Management, Clinical Works, Active Listening Skills, Public Relations, Sales, Customer Account Management
- IT Skills: Office Suite

CERTIFICATIONS

Property & Casualty Licensed

State of MI

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Reported: 20–30 policies/month, \$30–40k premium/month

Experience: State Farm 1 year

Licensed in P&C – MI

Will work REMOTE in EST and CST

Desires a Remote role with a State Farm Agency @ \$40k base, with the ability to earn a minimum of \$52k+ total

A State Farm CSR with a sales focus is looking for a remote opportunity with a State Farm agency. The candidate's responsibilities include: 20–30 outbound dials/day, 50+ inbound calls, referral sales, pivot and cross selling, lead generation, bundling, retention, and customer service. The candidate does not currently hold a life license but is willing to obtain one.