

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.