

# Bilingual Spanish Hire: 5408

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Licensed Insurance Producer

## EXPERIENCE

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### State Farm Insurance

*February 2025- June 2025*

Licensed Insurance Producer

- Explain various insurance policies and products to potential and existing clients, guiding them towards the most appropriate coverage
- Provide exceptional customer service by addressing inquiries, policy changes, and renewals
- Excellent written and verbal communication skills

### State Farm Insurance

*December 2021 - January 2025*

Licensed Insurance Producer

- Managed client accounts with a focus on satisfaction and retention by delivering personalized and attentive service
- Achieved a 12% increase in client portfolio through proactive relationship building and consistent follow-up
- Utilized CRM tools to streamline client communication and improve efficiency in response times
- Resolved client issues promptly, contributing to a 15% improvement in customer feedback scores
- Collaborated with team members to develop and implement engagement strategies, resulting in measurable growth in client interaction and loyalty

### Local Government

*January 2021 - August 2021*

Customer Service Representative

- Assisted clients with financial inquiries, resulting in improved customer satisfaction and trust
- Resolved complex issues efficiently, contributing to enhanced team productivity and service quality
- Applied analytical skills to identify process improvements and streamline financial service operations
- Collaborated with team members to implement effective solutions, reducing response times and increasing efficiency
- Supported day-to-day financial service operations, helping achieve measurable gains in client retention

### State Farm Insurance

*March 2018 - March 2019*

Customer Service Representative

- Managed client inquiries with proactive communication to ensure satisfaction, retention, and long-term relationship growth
- Resolved complex issues efficiently, resulting in increased customer loyalty and measurable improvements in satisfaction scores
- Utilized CRM software to track client interactions, enhancing response times and overall service efficiency
- Collaborated with team members to streamline internal processes, reducing resolution time and strengthening client trust
- Maintained a customer-focused approach, consistently delivering high-quality service in a fast-paced environment

### State Farm Insurance

*February 2013 - February 2018*

Claim Associate

- Processed complex insurance claims by analyzing policy details and damage assessments to determine fair and accurate settlements
- Streamlined claims procedures, reducing average handling time by several days while maintaining high customer satisfaction scores
- Resolved intricate cases efficiently, improving overall service delivery and boosting claim resolution speed and accuracy
- Collaborated with adjusters and legal teams to address complex claims, fostering strong interdepartmental communication and resolution strategies

## EDUCATION

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### Community College

*August 2022 - May 2025*

Associates Degree

## CERTIFICATIONS

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Licensed in P&C – AZ

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Licensed Insurance Producer

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

Experience: State Farm 9 years

Licensed in P&C – AZ

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm Agency @ \$40–45k base, with \$60k earning potential

40+ outbound dials/day, 10+ inbound calls, pivot & cross selling, referral sales, event marketing, bundling, selling, servicing the Spanish-speaking community, & customer service.