

Bilingual Spanish Hire: 5425 **1–2 Life 3–5 Health Apps/Month **

Licensed Team Member/ Office Manager

Experience enhancing team efficiency and client satisfaction through strong operations management and leadership. Proficient in customer service and staff training, with a proven track record of implementing innovative solutions to streamline workflows. Committed to delivering exceptional service and driving continuous improvement in service delivery and team performance.

EXPERIENCE

Local State Farm Agency

June 2024 - Present

Office Manager

- Oversee daily office operations, boosting team efficiency and fostering a positive work environment
- Resolve customer issues quickly and professionally during service calls to ensure satisfaction
- Consistently meet or exceed 60 outbound calls per day, managing and converting leads effectively
- Licensed in Property, Casualty, Life, and Health insurance for both service and sales functions
- Analyzed client feedback to improve service offerings, increasing client satisfaction and retention
- Implemented a digital filing system, reducing paper usage and speeding up document retrieval
- Maintained detailed client records to ensure regulatory compliance and support seamless service delivery

Bakery/Restaurant

November 2023 - May 2024

Floor Manager

- Oversaw daily operations and staff scheduling to ensure efficient service and seamless customer experiences
- Managed cash handling, deposits, and payroll processing for 10–20 employees with accuracy and timeliness
- Trained and supported team members, improving performance and accelerating new hire onboarding
- Implemented a customer feedback system, resulting in noticeable improvements in service quality
- Analyzed sales data to optimize inventory management, reducing waste and increasing supply chain efficiency

Cafe/Restaurant

August 2021 - November 2023

Store Manager

- Managed daily store operations to achieve financial targets and drive team performance
- Scheduled and supervised 15+ employees, ensuring efficient workflows and productivity
- Directed product placement and visual merchandising strategies, resulting in increased sales
- Oversaw inventory and ordering across multiple locations, maintaining optimal stock levels
- Recruited, trained, and developed staff, fostering a motivated and high-performing team

SKILLS

- Professional Skills: Sales, Customer Service, Customer Relationship Management, Insurance Management and Aftercare, Customer Experience, Team Management

CERTIFICATIONS

Property & Casualty and Life & Health Licensed

State of NC & SC

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

Experience: State Farm 1 year

Licensed in P&C, Life & Health – SC, NC

Will work REMOTE in EST or CST

Desires a Sales or Hybrid role with a State Farm Agency @ \$40–45k base, with the ability to earn \$60k+ total

A Bilingual State Farm team member is looking to continue their career with a State Farm agency. The candidate is used to doing 60+ outbound dials/day, 20+ inbound calls with live lead transfers, cross selling, pivot selling, bundling, referral selling, office management, building their own leads, and customer service. The candidate reports selling 1–2 new life policies and 3–5 health policies per month