

Bilingual Spanish Hire: 5435

Licensed Team Member

EXPERIENCE

Local State Farm Agency

September 2022 - November 2024

Licensed Team Member

- Developed and maintained strong client relationships by delivering personalized insurance solutions aligned with individual needs and risk profiles.
- Utilized CRM software to manage leads, track customer interactions, and streamline the quoting and sales process.
- Delivered high-quality customer service by resolving inquiries, processing policy changes, and supporting client retention efforts.
- Managed a high-volume portfolio with attention to detail, ensuring accuracy in policy documentation and endorsements.
- Built in-depth knowledge of life, auto, and home insurance products to effectively educate and advise clients.
- Maintained compliance with all state-specific licensing requirements and industry regulations.

Law Office

June 2020 - August 2020

Legal Assistant

- Answered client phone calls promptly and professionally, providing information or routing inquiries as needed.
- Organized and maintained attorney calendars, ensuring accurate scheduling of meetings, court dates, and deadlines.
- Managed accounts payable and receivable, processing invoices and payments to maintain accurate financial records.
- Maintained up-to-date case files by organizing documentation and inputting client information into case management systems.

Warehouse Club

August 2015 - March 2018

Cashier/Customer Service

- Operated point-of-sale systems to process customer purchases, returns, and exchanges accurately and efficiently.
- Recruited new members by explaining membership benefits and assisting with sign-up and renewal processes.
- Provided exceptional customer service by addressing questions and concerns regarding membership options, store policies, and product availability.

Law Office

August 2012 - June 2013

Legal Assistant

- Managed the Immigration Department, overseeing client cases and ensuring timely submission of USCIS applications for citizenship and immigration benefits
- Drafted and processed legal documents and transactions related to immigration court proceedings
- Assisted clients by answering questions, gathering necessary information, and preparing accurate documentation
- Coordinated and maintained case files, ensuring all records were complete, organized, and compliant with legal standards
- Performed general clerical duties, including data entry, file management, and correspondence with clients and legal entities

SKILLS

- Professional Skills: Customer Service, Vehicle Insurance, Customer Relationship Management, Sales, Insurance Management and Aftercare, Life Insurance, Property Insurance, Sales Processes, Administrative Operations, Accounts Payable, Accounts Receivable, Telephone Skills, Time Management
- IT Skills: Microsoft Word, Microsoft Excel, Microsoft Windows, Microsoft PowerPoint

CERTIFICATIONS

Property & Casualty Licensed

State of TX & AZ

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

Experience: State Farm 2.1 years

Licensed in P&C – TX, AZ

Will work REMOTE in MST, CST, EST

Desires a Customer Service or Hybrid role with a State Farm agency @ \$35–40k base, with the ability to earn \$50k+ total

A BILINGUAL State Farm team member is looking for a remote opportunity with a State Farm agency. The candidate handles 10+ outbound dials/day and 35+ inbound calls, with experience in pivot and cross selling, referral sales, bundling, retention, and servicing the Spanish-speaking community with top-tier customer service.