

# Direct Hire Candidate: 5490

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Licensed Insurance Producer

## EXPERIENCE

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### Allstate Insurance

June 2024 - Present

Licensed Insurance Producer

- Delivered personalized insurance consultations, resulting in increased client satisfaction and retention.
- Maintained expert-level knowledge of insurance products to recommend optimal coverage solutions.
- Handled renewals, policy changes, and claims support with precision and empathy.
- Strengthened customer relationships through consistent follow-up, effective cross-selling, and high-touch service.
- Ensured full compliance with all state regulations and company underwriting guidelines.
- Leveraged CRM platforms to accurately document client interactions and contribute to team sales performance.

### Insurance Company

January 2021 - June 2024

Licensed Insurance Producer

- Assessed client needs and recommended tailored insurance solutions across multiple product lines.
- Built and maintained strategic partnerships and referral networks within the community to drive business growth.
- Mentored and trained new agents on sales best practices, product knowledge, and effective referral strategies.
- Adapted communication and sales techniques to serve clients from diverse backgrounds and with varying coverage needs.

### Financial Services Company

January 2018 - January 2021

Medical Banking Specialist

- Educated clients on IRS regulations and best practices for managing medical savings accounts (HSAs, FSAs, etc.).
- Consistently exceeded call center KPIs for call accuracy, efficiency, and customer satisfaction.
- Resolved escalated customer concerns with professionalism and routed clients to appropriate financial services or departments.

### Human Resource and Management Consulting

July 2018 - March 2020

Technical Support Representative

- Diagnosed and resolved internet and software issues while consistently meeting first-call resolution targets.
- Contributed to the team knowledge base and actively participated in coaching sessions to improve performance and customer satisfaction.

## CERTIFICATIONS

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Licensed P&C in: GA, CT

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Reported: 40–50 items/mo, \$35–45k premium/mo

Experience: Allstate 1.2 years, Liberty Mutual 3.5 years

Licensed P&C in: GA, CT

Will work REMOTE ONLY in EST or CST

Desires a Sales role with an Allstate Agency @ \$45k base, with \$80k earning potential

70+ outbound dials/day, handling inbound calls with live leads, pivot & cross selling, referral sales, bundling, lead generation, networking, & providing excellent customer service.