

# Bilingual Spanish Hire: 5494 \*\*\*4-8 LIFE APPS/MO\*\*\*

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Licensed Insurance Producer

## EXPERIENCE

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### **State Farm Insurance**

*September 2020 - Present*

#### Insurance Account Representative

- Established and maintained strong customer relationships through proactive communication and follow-up
- Delivered prompt, accurate, and friendly customer service to enhance client satisfaction and retention
- Responded to inquiries regarding insurance availability, eligibility, and coverage options
- Processed policy changes, transfers, and claim submissions with attention to detail and compliance
- Clarified billing statements and resolved customer concerns to ensure transparency and understanding

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### **Special Needs Foundation**

*May 2018- September 2020*

#### Direct Support Professional

- Delivered small group and one-on-one training in specific job skills and general workplace behaviors
- Ensured all assigned duties were completed to employer standards and expectations
- Maintained regular communication with employers to assess satisfaction with employee performance, schedules, and quality assurance
- Provided supervision and training to clients in community access, self-advocacy, and social/leisure skills
- Conducted mobility training and assisted clients in navigating community locations using company, personal, or public transportation

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### **Retail**

*July 2016- 2018*

#### Head Cashier

- Operated cash register, processed customer purchases, and provided friendly service
- Maintained store cleanliness and organization to ensure a positive shopping experience
- Scheduled and coordinated cashier breaks and lunch periods to maintain coverage
- Delivered and secured cash to cashier registers throughout shifts
- Performed store opening and closing procedures, ensuring security and readiness for business

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### **Local School District**

*November 2016- January 2017*

#### Activity Leader

- Created and facilitated engaging weekly activities to promote learning and creativity
- Fostered a positive, harmonious environment for children and staff
- Supervised children during playtime and snack time, ensuring safety and inclusion
- Maintained cleanliness and organization of activity and snack areas

## CERTIFICATIONS

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**Licensed P&C, Life & Health in: CA, AZ**

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Licensed Insurance Producer

Reported: 25–35 policies/mo, \$15–25k premium/mo (Auto Only)

Experience: State Farm 5 years

Licensed P&C, Life & Health in: CA, AZ

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm Agency @ \$45–50k base, with \$70k earning potential

50+ outbound dials/day, 20+ inbound calls, pivot & cross selling, bundling, referral sales, networking, selling & servicing the Spanish-speaking community, & excellent customer service. Reports selling 4–8 new life policies per month.