

Direct Hire Candidate: 5502

Licensed Insurance Producer

EXPERIENCE

Allstate Insurance

February 2024- Present

Licensed Insurance Producer

- Explain policy features, coverage options, benefits, and exclusions in a clear and professional manner
- Cross-sell and up-sell additional coverages, including bundling home and auto policies
- Develop customized insurance plans tailored to clients' unique needs
- Provide exceptional customer service by addressing inquiries, policy changes, and renewals
- Follow up with potential and existing clients to maintain strong relationships and ensure policy retention

Transportation and Freight Service Company

October 2018 - February 2024

Secretary

- Composed, proofread, and edited correspondence, reports, and confidential documents.
- Maintained detailed office records, including budget information, employee time cards, and purchase orders.
- Received and screened telephone calls, visitors, and incoming correspondence, directing inquiries appropriately.
- Prioritized a high-volume workload, ensuring timely completion of all tasks.
- Performed general administrative tasks to support office operations and workflow efficiency.
- Adhered to confidentiality protocols to safeguard sensitive data and information.
- Coordinated and adjusted complex schedules for internal personnel to meet operational needs.
- Recorded and tracked payments and expenses to maintain accurate financial records.
- Managed the office calendar to schedule meetings, events, and appointments, preventing overbooking.

Telecommunications Company

April 2015 - July 2018

Customer Service and Sales

- Consistently achieved and exceeded personal and store sales goals by delivering exceptional customer service and following proven sales protocols.
- Coached team members, recognized accomplishments, and reviewed service/sales reports to identify improvement opportunities.
- Developed individual sales targets for employees, motivating and mentoring them to meet or exceed objectives.
- Boosted sales by actively upselling and recommending products aligned with customer needs and interests.
- Maintained top customer satisfaction ratings by providing prompt, complete, and personalized service.
- Trained new staff on product knowledge, customer engagement techniques, and effective sales strategies.
- Educated customers on products, services, and upgrades, increasing overall sales.
- Negotiated and closed sales contracts, driving year-over-year customer base growth.
- Built lasting relationships with customers through attentive listening, tailored recommendations, and continued after-sales support.

CERTIFICATIONS

Licensed P&C in: All 50 states

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Licensed Insurance Producer

Reported: 105–115 items/mo, \$105–115k premium/mo

Experience : Allstate 1.5 years (corporate)

Licensed P&C in: All 50 states

Will work REMOTE in EST or CST

Desires a Sales role with an Allstate Agency @ \$40–45k base, with \$65k+ earning potential

20+ outbound calls/day, 30+ inbound calls with live lead transfers, pivot & cross selling, bundling, referral selling, & customer service.