

Bilingual Spanish Hire: 5509 ***1-3 LIFE APPS/MO***

Licensed Insurance Producer

EXPERIENCE

Building Restoration Services

July 2024 - Present

Sr. Project Manager

- Responded promptly to emergency calls, assisting residential and commercial clients impacted by water, fire, smoke, and mold damage.
- Performed property assessments to determine scope of damage and implemented effective restoration plans.
- Utilized advanced restoration technologies and industry-standard techniques to return properties to pre-loss condition.
- Operated specialized drying, cleaning, and decontamination equipment to mitigate further damage and health risks.
- Delivered compassionate, customer-focused service while working with homeowners, businesses, and insurance adjusters during stressful situations.
- Maintained detailed documentation of restoration activities to ensure compliance with insurance requirements and company standards.
- Collaborated with a team of trained professionals to complete projects efficiently and within safety guidelines.

State Farm Insurance

March 2022 - January 2024

Office Manager

- Customized insurance programs to fit individual customer needs, covering a wide range of risks and policy types.
- Clearly explained features, advantages, and disadvantages of various insurance plans to help customers make informed decisions.
- Promoted the sale of insurance policies by aligning products with client goals and risk profiles.
- Performed administrative tasks including maintaining accurate client records, processing policy endorsements, and handling renewals.
- Ensured high-quality customer service by providing timely responses, clear communication, and reliable policy management.

Liberty Mutual Insurance

March 2019- December 2021

Licensed Insurance Producer

- Applied interpersonal skills and marketing insights to identify, cultivate, and convert prospective clients into long-term policyholders.
- Tailored insurance products and services to meet the unique needs of each customer, ensuring personalized solutions and client satisfaction.
- Built and maintained strong relationships within the local community and organizations to drive referral-based business and strengthen market presence.
- Established open lines of communication with clients to support retention, upselling, and future sales opportunities.

Liberty Mutual Insurance

August 2015- March 2019

Licensed Insurance Producer

- Customized insurance programs to fit individual customer needs, covering a wide range of risks across Auto, Home, Life, and specialty lines.
- Explained policy features, advantages, and limitations to clients, effectively promoting the sale of tailored insurance plans.
- Performed administrative functions including maintaining accurate records, processing policy changes, and handling renewals to ensure compliance and client satisfaction.
- Submitted loan applications to credit analysts for verification and recommendations, ensuring accuracy and adherence to underwriting standards.
- Collaborated with underwriters to resolve mortgage application issues, enhancing approval efficiency and customer satisfaction.
- Analyzed potential loan markets and developed referral networks to generate quality leads for both insurance and bank products.
- Marketed bank services to individuals and businesses, cross-selling financial products to strengthen customer relationships and expand revenue opportunities.

CERTIFICATIONS

Licensed P&C, Life & Health in: TX

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Licensed Insurance Producer

Reported: 20–30 policies/mo, \$30–40k premium/mo

Experience: State Farm 4.8 years, Liberty Mutual 2.9 years

Licensed P&C, Life & Health in: TX

Will work REMOTE in CST only

Desires a Sales or Hybrid role with a State Farm Agency @ \$40–45k+ base, with \$65k+ earning potential

70+ outbound dials/day, 20+ inbound calls, pivot & cross selling, referral sales, social media marketing, creating their own leads, office & sales management, selling & servicing the Spanish-speaking community, & delivering excellent customer service. They report selling 1–3 new life policies per month.