

Bilingual Spanish Hire: 5513

Licensed Insurance Producer

EXPERIENCE

Allstate Insurance

August 2024- Present

Licensed Insurance Producer

- Educated clients on insurance products, policy features, and coverage options to ensure informed decision-making.
- Processed policy applications, endorsements, and renewals while maintaining accurate client records.
- Conducted comprehensive policy reviews to identify gaps in coverage and align with clients' evolving needs.
- Assisted clients with claims filing, providing guidance and support throughout the process to ensure timely resolutions.
- Developed and implemented marketing strategies to attract new clients, strengthen relationships, and improve client retention.

Retail

February 2023- August 2024

Sales Associate

- Greeted customers, provided product knowledge, and assisted with fragrance and cross-department inquiries to ensure a positive shopping experience.
- Stocked, organized, and maintained inventory levels for fragrance and related departments, ensuring product availability and presentation standards.
- Assisted an average of 45+ customers per day, processing transactions accurately, including documentation required for exporting.
- Delivered products efficiently while verifying receipts and customer information for accuracy.
- Directed customer flow and managed traffic to maintain an organized and efficient delivery process.

Retail

August 2019- November 2022

Store Secretary

- Performed payroll functions and maintained accurate timekeeping records to ensure timely weekly processing.
- Managed both paper and electronic filing systems; updated and organized documents including attendance records, legal paperwork, and associate exceptions.
- Processed paperwork for new hires and completed onboarding tasks; trained new employees and prepared them for sales floor and departmental roles.
- Operated office equipment, distributed incoming mail, and completed company forms in compliance with procedures.
- Collaborated with managers to create and maintain department schedules; reviewed and approved schedules for 60 associates.
- Oversaw store budget for office materials and coordinated expenses for company events.
- Organized and executed frequent brand and department events to drive engagement.
- Managed front office and customer service operations, ensuring a professional and efficient environment.

Retail

November 2017- August 2019

Customer Service Representative/ Cashier

- Resolved customer concerns quickly and professionally, ensuring a positive shopping experience.
- Directed calls to appropriate departments and provided accurate information to customers.
- Assisted with sales transactions, returns, and payment processing, both in-store and online.
- Verified and processed mail-out purchases; accurately rang up and fulfilled online orders.
- Entered daily cash and check totals for each register and prepared accurate store deposits.
- Managed vault operations, including ordering change, handling discrepancies, and collaborating with the sales audit department.
- Organized and maintained financial paperwork, reports, and deposit records to ensure compliance.

CERTIFICATIONS

Licensed P&C in: AZ

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Licensed Insurance Producer

Reported: 15–25 items/mo, \$15–25k premium/mo

Experience: Allstate 1 year

Licensed P&C in: AZ

Will work REMOTE only in any time zone

Desires a Hybrid or Service role with an Allstate Agency @ \$38–40k base, with \$50k earning potential

30+ outbound calls/day, 30+ inbound calls/day, pivot & cross selling, networking, referral sales, bundling, win-backs, selling & servicing the Spanish-speaking customer base, & delivering excellent customer service.