

# Direct Hire Candidate: 5512

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Licensed Insurance Producer

## EXPERIENCE

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### Allstate Insurance

*January 2021 - Present*

Licensed Insurance Producer

- Built and nurtured long-term client and prospect relationships, driving consistent increases in sales and improving retention rates.
- Partnered with cross-functional teams to resolve client inquiries and deliver tailored solutions, ensuring exceptional satisfaction and loyalty.
- Consistently exceeded quarterly sales targets, contributing to sustained agency revenue growth and overall business success.

### Telecommunications and Media Company

*December 2015 - January 2021*

Retention Team Supervisor

- Supervised and motivated a team of 10 retention specialists, reducing customer churn and ensuring consistent achievement of retention goals.
- Conducted regular coaching sessions and performance reviews, driving measurable increases in both individual productivity and overall team effectiveness.
- Analyzed performance data and created detailed reports, identifying key trends to refine retention strategies and elevate the customer experience.

### Technology Company

*March 2011 - December 2015*

Call Center Technical Support Agent

- Delivered high-quality support for hardware and software issues, consistently earning top satisfaction scores in post-interaction customer surveys.
- Diagnosed and resolved complex technical problems quickly and effectively, reducing call-back rates and improving overall user experience.
- Recognized by management for exceptional problem-solving skills, clear communication, and patience in managing high-stress customer interactions.

## EDUCATION

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### Technical Institute

Certification

## CERTIFICATIONS

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Licensed P&C in: FL (2-20), NC, SC, DE | Life & Health in: FL (2-15)

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Licensed Insurance Producer

Reported: 30–40 items/mo, \$30–40k premium/mo (does not include homeowners due to FL sales restrictions)

Experience: Allstate 4 years

Licensed P&C in: FL (2-20), NC, SC, DE | Life & Health in: FL (2-15)

Will work REMOTE in EST, CST, MST

Desires a Sales role with an Allstate Agency @ \$40–45k base, with the ability to earn \$65k+ total

80+ outbound dials/day, 5+ inbound calls with live leads, referral sales, pivot & cross selling, bundling, re-quotes, developing their own leads, & customer service.