

# Direct Hire Candidate: 5539 \*\*\*3-5 LIFE APPS/MO\*\*\*

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Licensed Insurance Producer

## EXPERIENCE

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### State Farm Insurance

*August 2025 - Present*

#### Office Manager

- Provide full-service account management, including quoting, binding, policy changes, renewals, and claims support across auto, home, life, and health insurance lines.
- Deliver exceptional customer service by resolving complex client issues and maintaining strong long-term relationships.
- Manage daily office operations, including bank deposits, reconciliation, and remittances.
- Handle escalated customer concerns, ensuring prompt resolution and client satisfaction.
- Track and maintain individual commission charts, overall office commission charts, and agency performance metrics.
- Administer employee PTO tracking and assist with scheduling to maintain smooth staffing coverage.
- Support marketing initiatives and office growth strategies through community outreach, lead follow-up, and customer engagement.
- Recognized for five years of consistent performance and dedication, contributing to agency growth and retention.

### State Farm Insurance

*September 2023 - December 2024*

#### Account Representative

- Manage day-to-day sales operations, driving new business and maintaining strong client relationships.
- Handle high volumes of inbound and outbound calls to engage prospects, close sales, and service existing accounts.
- Provide exceptional customer service by addressing inquiries, resolving concerns, and ensuring client satisfaction.
- Oversee account management responsibilities, including policy reviews, renewals, and upselling opportunities.
- Consistently meet and exceed sales targets through effective prospecting, relationship building, and product knowledge.

### State Farm Insurance

*May 2023 - September 2023*

#### Licensed Insurance Producer

- Managed policy changes, billing inquiries, claims assistance, and client relationship building.
- Responsible for quoting and binding new business, conducting account reviews, upselling multi-line policies, and ensuring client satisfaction.
- Recognized for ability to build rapport with clients, resolve issues efficiently, and contribute to both retention and sales growth.

## CERTIFICATIONS

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Licensed P&C, Life & Health in: MS, LA, AL

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Licensed Insurance Producer

Reported: 35–45 items/mo, \$25–35k premium/mo

Experience: State Farm 3.8 years

Licensed P&C, Life & Health in: MS, LA, AL

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm or Allstate Agency @ \$40k base, with \$70k+ earning potential

30+ outbound dials/day, 30+ inbound calls, referral sales, pivot & cross selling, bundling, self lead generation, creating lead lists, & customer service. They also report 3–5 new life and health sales per month.