

Direct Hire Candidate: 5535 **1-3 LIFE/MO**

Licensed Insurance Producer

EXPERIENCE

State Farm Insurance

December 2023 - Present

Agent Team Member/ Account Manager

- Developed and nurtured client relationships by delivering exceptional customer service experiences, driving retention and referrals.
- Prepared and presented accurate insurance quotes, clearly explaining coverage options, premiums, and benefits.
- Collaborated with underwriting teams and claims representatives to ensure efficient service and issue resolution.
- Resolved client inquiries and concerns promptly, improving overall satisfaction and loyalty.
- Maintained accurate client records and documentation within ECRM systems to support compliance and efficiency.
- Generated new business opportunities through proactive calls, emails, networking, and referrals.

Limited Liability Company

October 2017 - January 2024

Administration Manager

- Managed payroll processing and coordinated both internal team schedules and external vendor/partner appointments.
- Oversaw invoicing, billing, bookkeeping, and banking operations using Intuit software platforms to ensure financial accuracy.
- Scheduled and coordinated project workflow, ensuring deadlines were met and resources were allocated efficiently.
- Performed quality assurance checks to maintain compliance and deliver consistent results.
- Provided exceptional client service, acting as the main point of contact for inquiries, updates, and issue resolution.

Medical Clinic

March 2022 - September 2023

Office Manager

- Supervised daily office systems and staff operations to maintain efficiency and compliance.
- Oversaw inventory and stock levels, established office policies, and conducted staff training sessions.
- Coordinated and scheduled surgeries, procedures, and treatments to ensure seamless patient care.
- Maintained accurate patient records, performed assessments, and provided support during in-office procedures.
- Collaborated with physicians and healthcare staff to streamline workflows and improve patient outcomes.

Salon

February 2016 - October 2016

Director

- Led sales strategies that boosted revenue while optimizing inventory and financial performance.
- Directed staff scheduling, training, and development initiatives to improve efficiency and retention.
- Delivered five-star client experiences by implementing and enforcing Standard Operating Procedures (SOPs).
- Rewrote the company's Employee Handbook and Manual, ensuring updated policies, compliance, and clarity for staff.
- Monitored performance metrics and identified opportunities to enhance profitability and customer satisfaction.

EDUCATION

Community College

Associate Degree

CERTIFICATIONS

Licensed P&C, Life & Health in: LA

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Licensed Insurance Producer

September 2, 2025

Reported: 10-20 policies/mo, \$10-20k premium/mo (currently service open to sales)

Experience: State Farm 2 years

Licensed P&C, Life & Health in: LA

Will work REMOTE in CST, MST, PST

Desires a Sales, Hybrid or Service role with a State Farm Agency @ \$40K base, with \$55K+ earning potential

30+ outbound dials/day, 50+ inbound calls, pivot & cross selling, bundling, referral sales, customer service & reports selling 1-3 new life policies per month.