

Direct Hire Candidate: 5524

Licensed Insurance Producer

EXPERIENCE

Allstate Insurance

February 2022 - Present

Account Manager

- Maintained and serviced an existing client base, ensuring continued satisfaction and loyalty.
- Developed and applied high-conversion service techniques to increase policy renewals and retention rates.
- Managed a substantial book of business while consistently meeting client needs and agency goals.
- Tracked and optimized client interactions through CRM tools to improve outreach, follow-up, and client engagement.

Technology Company

June 2021 - January 2022

Employee Engagement Call Center Rep

- Resolved complex payroll and benefits inquiries with a consistently high first-call resolution rate.
- Supported open enrollment for thousands of employees, ensuring accurate benefit selections and compliance with company policies.
- Designed and implemented process improvements that increased customer satisfaction ratings and streamlined employee support.

Private Client Insurance Agency

March 2020- June 2021

Account Manager

- Provided tailored insurance solutions to high-net-worth clients, managing and safeguarding valuable insured assets.
- Conducted comprehensive risk assessments that resulted in measurable increases in policy upgrades and enhanced coverage levels.
- Spearheaded improvements to the client onboarding process, streamlining procedures and driving higher engagement and satisfaction rates.
- Cultivated and maintained strong client relationships through personalized service, ensuring long-term retention and trust.

Allstate Insurance

May 2012- March 2020

Licensed Insurance Producer/ Customer Service Manager

- Consistently ranked among top performers, surpassing monthly and annual goals for both client retention and production.
- Built and maintained strong client relationships by delivering personalized sales strategies and exceptional service.
- Promoted to Customer Service Manager, mentoring team members, coaching performance, and improving internal processes to enhance efficiency and service quality.
- Demonstrated adaptability and dedication by successfully navigating and contributing through multiple agency ownership transitions.

CERTIFICATIONS

Licensed P&C, Life & Health in: FL (2-15 & 2-20), GA, KY, TN

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Reported: 35–45 items/mo, \$40–50k premium/mo

Experience: Allstate 11 years

Licensed P&C, Life & Health in: FL (2-15 & 2-20), GA, KY, TN

Will work REMOTE in any time zone

Desires a Sales role with an Allstate Agency @ \$50k base, with \$80k+ earning potential

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