

# Bilingual Spanish Hire: 5523 \*\*\*2-3 LIFE APPS/MO\*\*\*

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Licensed Insurance Producer

## EXPERIENCE

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### State Farm Insurance

August 2021 - January 2025

Licensed Insurance Producer

- Assisted clients in selecting appropriate insurance coverage and policies tailored to their needs.
- Conducted detailed needs analyses to provide customized insurance solutions.
- Educated clients on policy terms, benefits, and claims processes to build trust and understanding.
- Developed and maintained strong client relationships, ensuring long-term satisfaction and retention.
- Coordinated policy renewals and reviewed coverage options annually for accuracy and adequacy.
- Collaborated with team members to improve service delivery, sales performance, and efficiency.
- Prepared and processed insurance documents including applications, endorsements, renewals, and cancellations in compliance with legal and company standards.
- Promoted the importance of maintaining adequate coverage to reduce client risk exposure.

### Resort & Spa

May 2009 - December 2019

Beverage Server

- Trained new servers on beverage menu knowledge and service standards to ensure consistency.
- Maintained cleanliness, organization, and compliance of bar and serving areas.
- Resolved guest inquiries and complaints with professionalism and care, enhancing customer satisfaction.
- Monitored beverage inventory levels and communicated needs to management to prevent shortages.
- Prepared and served hot, alcoholic, and non-alcoholic beverages in a timely manner.
- Assisted bartenders during peak hours by taking and relaying customer orders efficiently.

## SKILLS

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- Analysis – Evaluate client needs, risks, and coverage gaps to recommend suitable solutions.
- Client Education – Clearly explain policy options, benefits, and processes to ensure customer understanding.
- Claims Processing – Assist clients with filing and tracking claims, ensuring timely and accurate resolutions.
- Coverage Customization – Tailor insurance programs to meet unique customer requirements and risk profiles.
- Document Preparation – Prepare applications, endorsements, renewals, and policy documentation with accuracy.
- Relationship Management – Build and maintain strong client relationships to drive retention and satisfaction.

## CERTIFICATIONS

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Licensed P&C, Life & Health in: NV

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Licensed Insurance Producer

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

Experience: State Farm 4.5 years

Licensed P&C, Life & Health in: NV

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm Agency @ \$40–45k+ base, with \$60k+ earning potential

50+ outbound dials/day, 20+ inbound calls, pivot & cross selling, referral sales, creating their own leads, bundling, networking, policy reviews, selling & servicing the Spanish-speaking community, & providing excellent customer service. They report selling 2–3 new life policies per month.