

# Direct Hire Candidate: 5575 \*\*\*1 LIFE APP/MO\*\*\*

Licensed Insurance Producer

## EXPERIENCE

### State Farm Insurance

August 2015 - Present

#### Administrative Representative

- Certified and trained in FEMA and the National Flood Insurance Program (NFIP); currently completing Humana licensing training.
- Complete all continuing education and compliance requirements annually to maintain licenses.
- Manage and maintain confidential accounts with accurate records to ensure regulatory compliance.
- Deliver compliance reporting consistently on or before deadlines.
- Assist in training and onboarding new hires by sharing best practices, providing guidance, and offering ongoing support.
- Foster a positive, team-oriented environment that promotes collaboration and success.
- Manage high-volume inbound calls and emails under pressure, consistently meeting or exceeding performance metrics for responsiveness and resolution.
- Handle billing inquiries including payments, refunds, adjustments, and account updates with accuracy and efficiency.
- Provide exceptional customer service by addressing inquiries, resolving issues, and ensuring satisfaction for customers, underwriters, and team members.
- Achieved highest gross sales per individual monthly and recognized as overall top producer in 2024.

### Hospital

February 2014 - August 2015

#### Child Care Specialist

- Develop and implement comprehensive program strategies to achieve organizational goals and objectives in a licensed childcare facility.
- Oversee planning, execution, and evaluation of daily activities, special events, and educational programs.
- Ensure full compliance with childcare licensing laws, regulations, and reporting requirements.
- Prepare and submit timely compliance and benchmark reports to achieve and maintain Star-level program standards.
- Manage confidential files and maintain accurate program documentation in accordance with state regulations.
- Lead continuing education training for staff to ensure up-to-date knowledge of childcare practices and compliance.
- Resolve conflicts effectively across staff, children, and families to maintain a positive environment.
- Establish partnerships with community organizations to expand program reach, resources, and impact.
- Identify and implement improvements based on feedback from participants, families, and stakeholders.

### Local Chamber of Commerce/Visitors Center

April 2009 - February 2014

#### Director

- Hired and onboarded all new employees and volunteers using a structured, compliant process; filed all legal documents accurately and on time.
- Partnered with Board of Directors and Accountant to complete monthly, quarterly, and annual filings.
- Oversaw confidential personnel and organizational file management in compliance with regulations.
- Delivered training programs to ensure new staff consistently provided impactful, customer-focused service.
- Directed all aspects of operations including budgeting, resource allocation, and performance management to maximize organizational outcomes.
- Developed and implemented policies, procedures, and processes that improved efficiency and reduced costs.
- Created and executed business plans that supported growth and aligned with long-term organizational goals.
- Built and maintained strong partnerships with community and state organizations.
- Contributed to the launch of the income-generating Convention and Visitors Bureau, creating sustainable revenue streams to market and support the local area.

## EDUCATION

### Public University

Bachelor Degree

## CERTIFICATIONS

Licensed P&C, Life & Health in: MT, WY

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Reported: 35–45 policies/month, \$30–40k premium/month

Experience: State Farm 10 years

Licensed P&C, Life & Health in: MT, WY

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm Agency @ \$40–45k base, with the ability to earn \$65k+ total

25+ outbound dials/day, 20+ inbound calls with live leads, referral sales, pivot and cross selling, bundling, self lead generation, creating lead lists, policy reviews, and customer service. They report averaging 1 new life sale per month.