

# Direct Hire Candidate: 5572

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Licensed Insurance Producer

## EXPERIENCE

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### State Farm Insurance

*October 2019 - April 2025*

Licensed Insurance Agent

- Calculated accurate quotes and educated potential clients on insurance options to meet their unique needs.
- Recommended appropriate coverage types and amounts through careful analysis of client circumstances, leveraging persuasive sales techniques.
- Utilized in-depth knowledge of company insurance products and services to guide clients toward suitable solutions.
- Improved client satisfaction and retention by delivering tailored insurance solutions and exceptional customer service.
- Built trust with clients through transparent communication on policy costs, coverages, exclusions, limitations, endorsements, and riders.
- Delivered outstanding first-contact resolution when addressing premium or billing inquiries.
- Attended continuing education courses and workshops to expand insurance industry knowledge and maintain compliance.
- Streamlined the claims process by assisting clients with documentation, ensuring prompt resolution and timely payments.

### Plumbing Company

*December 2006 - May 2011*

Office Manager/Bookkeeper

- Handled sensitive company information with discretion, maintaining strict confidentiality of documents and personnel records.
- Delivered exceptional customer service by responding to client inquiries and concerns via phone and email.
- Leveraged expertise in insurance products and client relations to support sales and service teams.
- Maintained accurate financial records by reconciling accounts payable/receivable transactions, ensuring balanced budgets.
- Enhanced team productivity by delegating tasks effectively and overseeing daily workflow.
- Optimized office space utilization to improve efficiency and create a more productive work environment.
- Oversaw appointment scheduling and itinerary coordination for clients and internal personnel.
- Processed weekly payroll for 12 employees, ensuring compliance with tax regulations and timely payments.
- Managed organizational systems for payment collections, AP/AR, deposits, and recordkeeping.
- Processed invoices, deposits, and financial logs with accuracy and attention to detail.
- Established and managed QuickBooks accounting system to ensure accurate and transparent financial records.

## CERTIFICATIONS

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**Licensed P&C in: MO, AR**

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Reported: 25–35 policies/mo, \$20–30k premium/mo

Experience: State Farm 5.5 years

Licensed P&C in: MO, AR

Will work REMOTE in CST or EST

Desires a Sales or Hybrid role with a State Farm Agency @ \$40–45k base, with \$55k earning potential

30+ outbound dials/day, 20+ inbound calls, referral sales, pivot & cross selling, bundling, self lead generation, office management, & customer service.