

# Direct Hire Candidate 5580

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Licensed Insurance Producer

## EXPERIENCE

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### State Farm Insurance

*October 2022 - Present*

#### Account Representative

- Answered incoming phone calls, providing professional and friendly customer service.
- Filed insurance claims accurately and efficiently to support clients through the claims process.
- Sold and serviced insurance policies, including Life, Auto, Home, and Commercial lines.
- Processed customer payments and maintained accurate transaction records.
- Built strong client relationships by addressing inquiries and assisting with policy updates.
- Contributed to sales growth by consistently meeting client needs with tailored coverage solutions.

### Restaurant

*July 2018- April 2022*

#### Manager

- Accurately took customer orders while ensuring friendly and efficient service.
- Managed product inventory by placing ice cream and soda pop orders as needed.
- Counted down cash drawers at the end of shifts, maintaining accuracy in daily sales reporting.
- Trained and mentored new employees on company procedures, customer service, and cash handling.
- Supported smooth store operations by maintaining cleanliness, organization, and teamwork.

### Newspaper Publisher

*August 2017- May 2018*

#### Office Manager

- Generated new business and maintained client relationships by offering tailored insurance solutions.
- Consistently met and exceeded monthly and annual sales targets.
- Conducted policy reviews with clients to ensure coverage needs were met.
- Built a strong referral network through proactive follow-ups and outstanding customer service.
- Manage full-cycle bookkeeping, including accounts payable/receivable, payroll, reconciliations, and financial reporting for three offices.
- Implement and oversee accounting processes to maintain compliance and accuracy across all locations.
- Supervise daily office operations, including scheduling, staffing support, and administrative workflows.
- Support leadership by preparing financial statements and tracking key metrics to inform business decisions.
- Train and mentor staff in office procedures, compliance, and best practices.

### Restaurant

*January 2017 - May 2017*

#### Waitress/Hostess

- Warmly greeted guests, provided wait time estimates, and maintained seating charts.
- Managed reservations and walk-in seating to maximize table turnover and guest satisfaction.
- Took and delivered accurate food and beverage orders in a fast-paced environment.
- Provided menu recommendations and upsold specialty items to enhance guest satisfaction.
- Maintained cleanliness and organization of tables, dining areas, and service stations.
- Handled payments, processed transactions, and balanced cash drawers at the end of shifts.
- Collaborated with kitchen staff and team members to ensure timely and accurate service.
- Resolved customer concerns quickly and professionally to maintain a positive dining experience.

## CERTIFICATIONS

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Licensed P&C in: TX

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Licensed Insurance Producer

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

Experience: State Farm 3 years (one agent)

Licensed P&C in: TX

Will work REMOTE in ANY TZ

Desires a Hybrid/Service role with a State Farm Agency @ \$45-50k+ base, with \$80k+ earning potential

30+ outbound calls/day, 10+ inbound calls/day, pivot & cross selling, win-backs, working the book bundling, & customer service.