

Direct Hire Candidate: 5595

Sales Management

EXPERIENCE

Allstate Insurance

2021 - Present

Operations Manager/Director

- Directed daily operations and collaborated with the agency owner and department heads to drive performance, productivity, and customer retention.
- Hired, trained, and managed sales and service staff while fostering a high-performing, accountable team environment.
- Developed and implemented strategic initiatives, processes, and internal policies to improve efficiency and outcomes.
- Oversaw lead management, reporting, and market targeting; resolved escalated customer and payment issues.
- Managed vendor relationships, technology platforms (Zoom, Hearsay, phone systems), and internal communication systems.
- Led team scheduling, PTO coordination, and employee engagement efforts; monitored satisfaction and addressed workplace conflicts.
- Analyzed operational gaps and spearheaded campaigns to increase sales, streamline workflows, and enhance service quality.

Insurance Company

2015 - 2021

Agency Strategy Consultant

- Led enterprise-wide strategy, staff training, and program oversight to drive operational efficiency and customer satisfaction.
- Delivered key recommendations to advance multicultural marketing across all business lines.
- Consulted on CRM-driven sales strategies and implemented agency-wide succession planning standards.
- Launched a video messaging platform for 2,500+ users, cutting costs by 30% through strategic vendor negotiation.
- Developed and delivered training programs supporting critical sales and service initiatives.
- Contributed to long-term customer experience planning and optimized Lean workflows across multiple departments.

Insurance Company

2010 - 2015

Alliance Portfolio Administrator

- Managed 30+ vendor relationships and expanded into new markets to enhance brand visibility and service delivery.
- Co-launched Innovation Division, driving strategic initiatives through thought leadership.
- Streamlined operations by saving 40+ hours via process optimization using RCA.
- Reversed sales decline with targeted training and marketing for Medicare Supplement products.
- Increased regional sales by tailoring market-specific programs across six key territories.

Insurance Company

2008 - 2010

Learning Strategies Consultant

- Created value-driven customer-facing events by collaborating across Brokerage, Alliances, and other business units.
- Designed and launched a product growth strategy with an external call center and cross-functional team.
- Conducted market research and managed social media to enhance training models and communication strategies.
- Led first-ever initiatives including Kaizen events, process mapping, and performance gap management.
- Directed teams in developing field training strategies and redesigned project management course curriculum.

EDUCATION

Private University

Master Degree

Public University

Bachelor Degree

CERTIFICATIONS

Licensed P&C, Life & Health in: DE, TX, AR, OK, CO, AZ, NM

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Sales Management

Reported: 200-225 items/mo, 250/275k premium/mo (Operations Manager) 60-70 items/mo, 30-40k premium/mo (previous sales experience)

Experience: Allstate 4 years, Independent 27 years

Licensed P&C, Life & Health in: DE, TX, AR, OK, CO, AZ, NM

Will work REMOTE in EST or CST

Desires a Sales Management role @ \$65k base with \$80k+ total earning potential, or a Sales/Hybrid role @ \$40–45k base with \$70k+ total earning potential

100+ outbound dials/day, 10+ inbound calls/day, pivot & cross selling, bundling, referral selling, lead development, & customer service. They bring extensive expertise in training peers, sales and operations management, and independent agency ownership, making them well-suited for either a sales leadership role or a high-performing producer position.