

# Direct Hire Candidate: 5605 \*\*\*1-3 LIFE APPS/MO\*\*\*

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Licensed Insurance Producer

## EXPERIENCE

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### **Liberty Mutual Insurance**

*September 2025 - Present*

Insurance Sales Agent

- Acted as a liaison between clients and insurance companies to ensure effective communication and resolution of inquiries or claims.
- Engaged with prospective clients to clearly explain the features, benefits, and options of various insurance policies.
- Sold insurance products to both new and existing clients to grow the client base and meet sales targets.

### **State Farm Insurance**

*November 2021 - May 2025*

Insurance Agent

- Built and maintained strong relationships with clients by providing personalized insurance and financial service solutions.
- Educated prospective and existing clients on State Farm's auto, home, life, health, and commercial insurance products.
- Conducted needs-based assessments to match clients with appropriate coverage, ensuring both protection and value.
- Managed policy renewals, claims assistance, and service requests with professionalism and efficiency.
- Utilized CRM software to track leads, manage client portfolios, and maintain accurate records of all interactions.
- Collaborated with underwriters and other internal departments to expedite policy approvals and resolve client issues.
- Stayed current with industry regulations, product offerings, and market trends to ensure compliance and provide expert guidance.

### **Business Process Outsourcing Company**

*November 2019 - November 2023*

Experienced Collection Representative

- Made outbound calls to customers with delinquent accounts to provide payment reminders and discuss resolution options.
- Treated all customers with professionalism and empathy, actively listening to their circumstances and working toward mutually beneficial solutions.
- Negotiated payment arrangements creatively and strategically, thinking outside the box to reach agreements that met both client and customer needs.
- Maintained strong call compliance by adhering to company policies and regulatory guidelines (e.g., FDCPA, state laws).
- Met or exceeded daily call volume and monthly resolution targets through consistent follow-up and effective communication.
- Documented all customer interactions accurately and thoroughly in internal systems to ensure up-to-date account records.

## CERTIFICATIONS

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Licensed P&C, Life & Health in: FL (2-15, 2-20)

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Licensed Insurance Producer

Reported: 30–40 policies/mo, \$40–50k premium/mo

Experience: State Farm 3.6 years, Independent 6 years, Liberty Mutual 5 months

Licensed P&C, Life & Health in: FL (2-15, 2-20)

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm agency @ \$40–45k base, with \$70k+ earning potential

60+ outbound dials/day, 30+ inbound calls, pivot & cross selling, bundling, referral selling, creating their own leads, networking, & customer service. They also report selling 1–3 new life policies/month.