

# Bilingual Spanish Hire: 5602

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Licensed Insurance Producer

## EXPERIENCE

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### State Farm Insurance

*November 2020- Current*

#### Account Manager

- Processed customer payments, account transactions, endorsements, and cancellations with accuracy and strict adherence to compliance standards.
- Promoted financial products by clearly communicating features and benefits, consistently meeting or exceeding sales targets.
- Cultivated long-term client relationships, leading to increased customer retention, repeat business, and referrals.
- Resolved account inquiries and delivered personalized solutions in a high-volume, fast-paced environment.

### State Farm Insurance

*January 2018- October 2018*

#### Customer Service Representative

- Handled account requests such as balance inquiries, interest rate information, and new account openings with accuracy and efficiency.
- Educated clients on banking and insurance products, boosting customer engagement and supporting retention efforts.
- Communicated effectively with customers through both written and verbal channels while managing multiple software platforms simultaneously.

### State Farm Insurance

*March 2015- December 2017*

#### Customer Service Representative

- Generated new business through strategic networking, client referrals, and effective cross-selling of insurance products.
- Assisted clients with claims processing, policy updates, and financial service inquiries, ensuring a smooth and supportive experience.
- Built and maintained strong customer relationships through proactive follow-ups and consistently high-quality service.

## CERTIFICATIONS

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Licensed P&C in: MD, VA, NY, DC, PA

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Licensed Insurance Producer

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

Experience: State Farm 7 years

Licensed P&C in: MD, VA, NY, DC, PA

Will work REMOTE in EST only \*\*\*MUST OFFER HEALTH/STIPEND\*\*\*

Desires a Sales or Hybrid role with a State Farm agency @ \$45k+ base, with \$60k+ earning potential

20+ outbound dials/day, 35+ inbound calls with live leads, pivot & cross selling, referral sales, selling & servicing the Spanish-speaking community, & customer service.