

Direct Hire Candidate: 5593 ***3-5 LIFE APPS/MO***

Licensed Insurance Producer

EXPERIENCE

Farmers Insurance

December 2024 - Present

Senior Account Manager

- Sold and serviced multiple lines of insurance, including auto, home, life, and health, in compliance with state and federal regulations.
- Handled high-volume inbound and outbound calls, converting leads into policies while delivering exceptional customer service.
- Conducted comprehensive needs-based reviews to identify gaps in coverage and recommend appropriate solutions.
- Utilized CRM and internal systems to document interactions, track sales progress, and ensure accurate client records.
- Consistently met and exceeded monthly production goals and key performance indicators (KPIs).
- Provided clients with clear explanations of policy options, coverage terms, and benefits to ensure informed decisions.
- Assisted clients with billing inquiries, endorsements, renewals, and claims support to strengthen retention.
- Collaborated with teammates and leadership to refine sales strategies, improve performance, and share best practices.
- Maintained active insurance licenses across multiple states, adhering to continuing education requirements.
- Earned recognition for exceeding sales targets and delivering high customer satisfaction scores.

State Farm Insurance

September 2023 - December 2024

Senior Account Manager

- Generate leads, cultivate client relationships, and promote insurance products tailored to individual client requirements.
- Conduct thorough needs assessments and present comprehensive insurance solutions across Property, Casualty, Life, and Health lines.
- Consistently achieve and exceed sales goals and performance metrics in a fast-paced, target-driven environment.
- Deliver exceptional customer service by addressing inquiries, resolving policy issues, and providing ongoing account management.
- Ensure compliance with agency and industry regulations, maintaining confidentiality and accuracy in all client interactions.
- Build long-term client trust through transparent communication and proactive policy reviews.
- Maintain proficiency in industry regulations and product offerings, adapting to regulatory and market changes.
- Collaborate with underwriting and claims teams to resolve complex issues and ensure seamless client experiences.
- Track client interactions and opportunities using CRM systems to optimize sales follow-up and client retention.

Retail

January 2022 - September 2023

Consultation & Design Supervisor

- Built and led a high-performing team of six sales associates, driving consistent achievement of sales targets through solution-based selling strategies.
- Directed weekly pipeline reviews and monthly account portfolio meetings to optimize performance and improve forecasting accuracy.
- Fostered long-term, trust-based relationships with clients to boost retention and repeat business.
- Consistently delivered departmental revenue growth, achieving 107.6% increase in Q4 results.
- Guided team to generate an average of \$2.7M in quarterly revenue, contributing to overall organizational growth.
- Balanced competing priorities in a highly competitive market, ensuring both short-term wins and long-term client satisfaction.

EDUCATION

Public University

Bachelor Degree

CERTIFICATIONS

Licensed P&C, Life & Health in: MD, VA, CO, DE, DC

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Licensed Insurance Producer

Reported: 50–60 policies/mo, \$40–50k premium/mo

Experience: State Farm 1.3 years, Farmer's 9 months

Licensed P&C, Life & Health in: MD, VA, CO, DE, DC

Will work REMOTE in EST, CST, MST ***MUST OFFER DENTAL, HEALTH/STIPEND***

Desires a Sales role with a State Farm, Allstate, or Farmer's agency @ \$45–50k base, with \$80k earning potential

70+ outbound calls/day, 10+ inbound calls with live leads, pivot & cross selling, referral sales, bundling, raw new sales, & customer service. They also report 3–5 new life sales per month.