

# Direct Hire Candidate: 5615

Licensed Insurance Producer

## EXPERIENCE

### Allstate Insurance

May 2025 - September 2025

Licensed Insurance Producer

- Possess active P&C, Life & Health insurance licenses.
- Explain various insurance policies and products to potential and existing clients, guiding them toward the most appropriate coverage.
- Issue quotes, maintain client records, prepare reports, and address client inquiries regarding insurance plans and policies.
- Provided clients with expert guidance in selecting insurance policies that matched their unique needs and preferences.
- Demonstrate strong communication and interpersonal skills to build lasting client relationships.

### State Farm Insurance

January 2024 - January 2025

Licensed Insurance Producer

- Strategically marketed and sold a diverse portfolio of insurance policies to both new and existing clients, consistently exceeding sales targets.
- Assessed individual client needs to devise and propose tailored insurance solutions, ensuring optimal coverage and satisfaction.
- Resolved client inquiries and complaints with efficiency and professionalism, significantly improving customer retention and trust.
- Expanded market presence through innovative networking strategies, partnerships, and community engagement.
- Maintained full compliance with industry regulations and internal standards, safeguarding business integrity and reputation.
- Identified operational inefficiencies and spearheaded process improvements that enhanced service delivery and drove business growth.

### Online Retail

March 2022 - December 2023

Customer Support Specialist

- Responded to customer inquiries across phone, email, and chat channels with professionalism and efficiency.
- Diagnosed and resolved technical and service-related issues, providing timely, effective solutions to ensure customer satisfaction.
- Handled escalations and disputes, turning challenging situations into positive outcomes.
- Followed up proactively with customers post-resolution to confirm satisfaction and reinforce service excellence.
- Maintained accurate customer records by updating profiles and documenting interactions in CRM systems.
- Monitored and analyzed customer feedback, delivering insights and recommendations to management for service enhancements.
- Developed and implemented customer service policies and standard operating procedures to improve consistency and quality.
- Trained and mentored new team members, accelerating their ramp-up time and enhancing team performance.
- Analyzed service data and performance metrics to identify trends, root causes, and opportunities for improvement.

## CERTIFICATIONS

Licensed P&C, Life & Health in: GA, MI, VA, AL, SC, NC, LA

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Licensed Insurance Producer

Reported: 25–35 items/mo, \$35–45k premium/mo

Experience: State Farm 1 year, Allstate 6 months

Licensed P&C, Life & Health in: GA, MI, VA, AL, SC, NC, LA

Will work REMOTE in any time zone

Desires a Sales role with an Allstate agency @ \$40k+ base, with \$70k+ earning potential

100+ outbound dials/day, 10+ inbound calls with live lead transfers, referral sales, pivot & cross selling, bundling, selling raw new leads, & customer service.