

# Direct Hire Candidate: 5661

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Licensed Insurance Producer

## EXPERIENCE

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### Allstate Insurance

*June 2022 - February 2025*

Client success manager -Property & Casualty Agent

- Managed insurance policies for agencies serving 8,000–11,000 households, covering auto, home, renters, umbrella, flood, and earthquake insurance
- Utilized industry platforms for policy management, customer communication, and workflow optimization
- Operated multi-line phone systems to handle high-volume inbound and outbound customer interactions
- Provided accurate quotes, processed policy updates and renewals, resolved billing inquiries, and facilitated claims processing with efficiency and attention to detail
- Focused on customer retention and satisfaction by resolving escalated issues, resulting in consistently high renewal and satisfaction rates
- Maintained detailed and accurate records in CRM systems, supporting seamless policy servicing and improved customer outcomes

### E-Commerce Company

*May 2021 - June 2022*

Customer Resolution Specialist

- Assisted with vehicle sales and customer account management through high-volume inbound calls, ensuring a smooth and informed customer experience
- Conducted credit checks, resolved account discrepancies, and addressed vehicle stock inquiries with attention to detail and compliance
- Navigated and applied legal and regulatory guidelines across 49 U.S. states to deliver compliant and effective customer resolutions
- Collaborated with internal teams to streamline account processes and support sales goals
- Maintained accurate documentation of customer interactions in CRM systems, contributing to data integrity and service consistency

### Insurance Group

*September 2021 - May 2022*

Licensed Service Agent

- Assisted customers with home and auto insurance policy updates, renewals, and claims processing, ensuring accuracy and efficiency
- Delivered high-quality service in a full-time remote role, managing a high volume of customer accounts with professionalism and empathy
- Resolved policyholder inquiries and account issues, providing clear communication and timely solutions
- Maintained up-to-date knowledge of insurance products, coverage options, and regulatory guidelines to support informed customer interactions
- Utilized CRM and policy management systems to document customer interactions and track issue resolution

## CERTIFICATIONS

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**Licensed: P&C – AZ, CA, NY, PA, FL**

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Licensed Insurance Producer

Reported: 20–30 policies/mo, \$20–30k premium/mo

Experience: Allstate 3.5 years, USAA 8 months

Licensed: P&C – AZ, CA, NY, PA, FL

Will work REMOTE in MST, CST, or EST

Desires a Sales role with an Allstate agency @ \$40–45k base, with \$80k earning potential

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