

# Direct Hire Candidate: 5668 \*\*2-3 LIFE, 2-3 HEALTH APP/MO\*\*

Licensed Insurance Producer

## EXPERIENCE

### Insurance Company

*April 2023 - July 2025*

Licensed Insurance Agent

- Provided personalized insurance solutions by assessing client needs and recommending appropriate auto, home, life, and health insurance policies.
- Delivered exceptional customer service by resolving policyholder inquiries, processing claims, and updating accounts with a high first-call resolution rate.
- Built long-term client relationships, resulting in a high customer retention rate and positive customer satisfaction ratings.
- Educated clients on policy terms, coverage options, and benefits, ensuring full understanding and informed decision-making.
- Collaborated with underwriters and claims adjusters to expedite policy approvals and claims resolutions.
- Handled high-volume inbound and outbound calls while maintaining professionalism, accuracy, and compliance with company and regulatory standards.
- Utilized CRM software to document interactions, track leads, and manage follow-ups to maximize conversion opportunities.
- Processed policy renewals, endorsements, and cancellations efficiently while maintaining compliance with insurance regulations.
- Participated in ongoing training and licensing programs to stay current with product offerings, industry regulations, and sales techniques.

### State Farm Insurance

*October 2014 - March 2023*

Multi-Line Sales Representative

- Managed and coached a team of insurance producers across two office locations, driving performance and ensuring alignment with company goals and sales targets.
- Consistently met and exceeded personal and team sales objectives through strategic lead management and high-impact coaching.
- Led daily morning producer meetings to motivate the team, review goals, share best practices, and align priorities for the day.
- Proactively engaged with prospects by calling and texting leads, contributing significantly to the team's lead conversion and client acquisition metrics.
- Monitored team performance metrics and implemented improvement plans to increase productivity, close rates, and customer satisfaction.
- Developed a culture of accountability and collaboration, resulting in improved morale and consistent top-tier sales performance.
- Provided hands-on training and mentorship to new and existing producers on sales techniques, CRM usage, and customer service protocols.
- Coordinated with upper management to report on office performance, pipeline activity, and opportunities for growth or efficiency.
- Played a key role in driving office-wide success, helping the location consistently hit or surpass company benchmarks.
- Ensured compliance with industry regulations and company policies across both offices while maintaining a high standard of professionalism and customer care.

## EDUCATION

### Public University

Bachelor Degree

## CERTIFICATIONS

Licensed: P&C, Life & Health – AR

## **Direct Hire Candidate: 5668 \*\*2-3 LIFE, 2-3 HEALTH APP/MO\*\***

Licensed Insurance Producer

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

Experience: State Farm – 8.5 years

Licensed: P&C, Life & Health – AR

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm agency @ \$40–45k base, with \$65k+ earning potential

60+ outbound dials/day, 5–10 inbound calls, referral sales, pivot & cross selling, bundling, self lead generation, creating lead lists, policy reviews, sales & office management, & customer service. The candidate reports 2–3 new life sales per month, along with 2–3 health product sales.