

Bilingual Spanish Hire: 5711

Licensed Insurance Producer

EXPERIENCE

Allstate Insurance

April 2021 - Present

Licensed Insurance Agent

- Proactively cold called and responded to inbound leads for potential home, auto, and umbrella insurance coverage, building rapport and identifying client needs.
- Educated prospects on coverage options, benefits, and pricing to generate interest and qualify leads.
- Scheduled follow-up calls and appointments to support licensed agents in closing new insurance policies.
- Maintained accurate records of outreach activities, call outcomes, and client information within CRM systems.
- Consistently met and exceeded daily and weekly goals for call volume, lead qualification, and conversion rates.

Car Dealership

May 2018 - January 2021

Assistant Manager

- Assisted in daily dealership operations, supporting sales, finance, and service departments to ensure smooth workflow and customer satisfaction.
- Supervised and motivated sales and support staff, providing coaching and performance feedback to achieve monthly sales and CSI (Customer Satisfaction Index) goals.
- Resolved customer concerns and escalations promptly and professionally, maintaining positive relationships and repeat business.
- Ensured compliance with manufacturer policies, dealership procedures, and state/federal regulations.
- Supported financial and administrative functions, including deal structuring, documentation review, and coordination with the finance department.
- Led by example in delivering exceptional customer service and fostering a team-oriented, high-performance culture.

Car Dealership

January 2014 - September 2017

Sales Manger

- Directed and motivated the sales team to consistently achieve and exceed monthly and quarterly sales targets for new and pre-owned vehicles.
- Developed and implemented effective sales strategies and training programs to enhance team performance, product knowledge, and customer engagement.
- Monitored daily showroom operations, ensuring smooth coordination between sales, finance, and service departments.
- Maintained strong relationships with customers and business partners, promoting repeat business and referral growth.
- Ensured all deals were accurately structured and compliant with dealership policies, manufacturer programs, and state/federal regulations.
- Partnered with the marketing team to plan and execute advertising campaigns, digital promotions, and community events to drive showroom traffic.

Powersports Vehicle Dealership

September 2017 - May 2018

Assistant Sales Manager

- Assisted the Sales Manager in overseeing daily sales operations for motorcycles, ATVs, UTVs, and other powersports vehicles, ensuring a smooth and efficient sales process.
- Built strong customer relationships, guiding clients through the purchase process and ensuring satisfaction from initial inquiry to final delivery.
- Supported finance and insurance (F&I) processes, assisting in structuring deals and ensuring compliance with all dealership and manufacturer policies.
- Collaborated with marketing teams to plan and execute events, demo days, and digital campaigns to attract new riders and enthusiasts.
- Promoted a positive, team-oriented culture that emphasized product knowledge, safety, and passion for the powersports lifestyle.

EDUCATION

University

Associate Degree

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Reported: 35-45 items/mo, \$50-60k premium/mo

Experience: Allstate - 2.7 years, Independent - 2 years

Licensed: P&C - TX

Will work REMOTE in CST & EST

Desires a Sales role with an Allstate or State Farm agency @ \$40-45k base, with \$70k+ earning potential

150+ outbound dials/day, 2-5 inbound calls with live leads, pivot & cross selling, referral sales, bundling, & customer service.