

Bilingual Spanish Hire: 5739

Licensed Insurance Producer

EXPERIENCE

Allstate Insurance

April 2025 - Present

Licensed Insurance Producer

Allstate Insurance

January 2025 - April 2025

Insurance Sales Agent

- Delivered strong customer service, ensuring customer satisfaction and contributing to increased sales.
- Conducted outbound calls to generate leads and schedule appointments with prospective clients.

Dental Office

December 2022 - July 2023

Receptionist/Insurance Coordinator

- Collaborated closely with dental offices to streamline insurance processes and maintain accurate patient dental records.
- Reviewed patient insurance benefits, prepared documentation, and submitted claims for timely payment.
- Scheduled patient appointments and managed front desk operations to ensure smooth daily workflow.
- Oversaw financial transactions, billing procedures, and payment processing with accuracy and confidentiality.
- Handled patient inquiries and feedback, providing clear communication and high-quality customer service.
- Coordinated with dental professionals to support efficient clinical and administrative operations.
- Ensured strict compliance with health, safety, and regulatory requirements.
- Led employee recruitment, onboarding, training, and retention efforts to support a high-performing office team.

Dental Office

September 2021 - November 2022

Office Manager

- Scheduled patient appointments and efficiently managed patient flow to ensure smooth daily operations.
- Handled patient inquiries and concerns, delivering clear communication and high-quality service.
- Presented and explained treatment plans to patients, ensuring understanding of procedures and costs.
- Processed and collected patient payments with accuracy and professionalism.
- Recruited, hired, and trained new staff, fostering a competent and collaborative team environment.
- Coached and mentored employees to support performance improvement and professional development.
- Created and maintained staff schedules, addressing coverage needs and resolving personnel issues.
- Managed the office budget, monitored expenses, and maintained accurate financial records.
- Oversaw billing and insurance claims processes to ensure timely and correct submissions.
- Monitored inventory levels and coordinated supply ordering to support uninterrupted office operations.

Dental Office

June 2019 - June 2021

Marketing Assistant

- Created new images, marketing copy, and graphics to support effective and successful marketing campaigns.
- Updated website content and social media profiles to reflect proactive marketing strategies and boost customer engagement.
- Applied targeted marketing tactics to increase both the quantity and quality of new business leads.
- Collaborated with agencies and external vendors to optimize campaign outcomes and maximize return on investment.
- Communicated with current and prospective clients to develop content that resonates with target audiences.
- Stayed informed on industry trends and evolving customer needs to guide strategic marketing decisions.
- Evaluated pending claims to identify issues, resolve problems, and ensure accurate processing.

** Please note: Employment dates are approximate*

CERTIFICATIONS

Licensed: P&C – TX, MO, MD, VA

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Licensed Insurance Producer

Reported: 30–40 items/mo, \$35–45k premium/mo

Experience: Allstate – 11 months

Licensed: P&C – TX, MO, MD, VA

Will work REMOTE in any time zone

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

150+ outbound dials/day, 5+ inbound calls, referral sales, pivot & cross selling, bundling, setting life appointments, selling & servicing the Spanish-speaking community, & customer service.

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