

Direct Hire Candidate: 5805 ***1 LIFE APP/MO***

Licensed Insurance Producer

EXPERIENCE

Allstate Insurance

August 2024 - Present

Licensed Insurance Producer

- Consulted with clients to assess risk exposure and recommend tailored insurance coverage solutions
- Generated new business through inbound/outbound calls, referrals, and community networking
- Built and maintained long-term client relationships by delivering excellent customer service and follow-up
- Educated customers on policy features, coverage options, discounts, and underwriting requirements
- Prepared accurate quotes, applications, endorsements, and policy renewals using Allstate systems
- Managed policy changes, billing inquiries, and claims support to ensure customer satisfaction
- Maintained active insurance licenses and completed ongoing continuing education requirements
- Utilized CRM and agency management systems to track leads, sales activity, and client interactions

Liberty Mutual Insurance

August 2023 - August 2024

Direct Response Center

- Converted inbound calls from prospective customers into new auto, home, renters, and life insurance policies
- Utilized consultative sales techniques to identify customer needs and recommend appropriate coverage options
- Delivered exceptional customer experience by building rapport and trust during high-volume inbound interactions
- Addressed customer questions regarding coverage, pricing, discounts, and policy options to support informed decisions
- Supported customer retention through effective policy explanations and cross-selling opportunities
- Maintained comprehensive knowledge of Liberty Mutual products, underwriting guidelines, and eligibility requirements
- Ensured all sales activities complied with state insurance regulations, licensing requirements, and Liberty Mutual policies
- Accurately documented customer interactions, quotes, and policy details within CRM and policy administration systems
- Collaborated with team members, supervisors, and support departments to achieve service level and sales goals

Telecommunications Company

January 2017 - April 2023

District Sales Manager

- Executed monthly sales incentive programs to drive performance, motivate teams, and exceed district revenue targets
- Managed and resolved customer and employee escalations efficiently, ensuring policy compliance and high satisfaction levels
- Held store managers and sales associates accountable to sales goals, operational standards, and performance expectations through regular coaching and performance reviews

*** Please note: Employment dates are approximate*

EDUCATION

Public University

Bachelor Degree

CERTIFICATIONS

Licensed: P&C – TX, AZ, CT, AL, DE, IA, ID, KS, IL, MA, MD, MT, OR, NE, MO, RI, SC, TN, WI, WV | Life & Health – TX

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Licensed Insurance Producer

Reported: 30–40 items/mo, \$40–50k premium/mo

Experience: Allstate – 1.2 years, Liberty Mutual – 1 year

Licensed: P&C – TX, AZ, CT, AL, DE, IA, ID, KS, IL, MA, MD, MT, OR, NE, MO, RI, SC, TN, WI, WV | Life & Health – TX

Will work REMOTE in CST or local to TX (must be able to sell in TX)

Desires a Sales role with a State Farm agency @ \$40–45k base, with \$80k+ earning potential

100+ outbound dials/day, 10+ inbound calls with live leads, referral sales, pivot & cross selling, networking, bundling, selling raw new leads, & customer service. Reports averaging 1 new life policy per month during time with Allstate.

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