

# Bilingual Spanish Hire: 5858

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Licensed Insurance Producer

## EXPERIENCE

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### Allstate Insurance

*February 2023 - January 2026*

Licensed Insurance Producer

- Engaged clients remotely via phone and email, responding promptly to inquiries and accurately documenting insurance information.
- Assessed client insurance needs and recommended tailored coverage solutions to support agency growth and retention objectives.
- Built and maintained strong client relationships by clearly explaining policy terms and guiding clients through application processes.
- Ensured compliance with state insurance regulations and communicated policy details accurately and transparently.
- Supported new business sales initiatives by identifying prospects and conducting follow-ups to secure policy sales and renewals.

### Business Processing Company

*February 2021 - January 2023*

Customer Service Agent

- Managed high-volume inbound calls, collecting required documentation and providing accurate policy and service information to clients.
- Maintained detailed client records and call logs to ensure compliance and support efficient policy processing.
- Collaborated cross-functionally to streamline workflows, minimize service disruptions, and enhance overall client satisfaction.
- Verified account data and documentation for compliance, ensuring accurate policy changes and updates.
- Delivered empathetic, solution-focused communication to resolve client inquiries and clarify complex issues.
- Utilized CRM and documentation systems to accurately record client data and maintain information integrity.

### Telecommunications Company

*November 2020 - March 2021*

Sales Consultant Representative

- Built and maintained client relationships by documenting service needs and ensuring clear, consistent communication.
- Negotiated service agreements and pricing, strengthening evaluation and negotiation skills to deliver effective client solutions.
- Oversaw transaction accuracy and data integrity, ensuring reliable and well-maintained client account documentation.
- Collaborated cross-functionally to verify and reconcile documentation, demonstrating strong attention to detail and compliance standards.

### Retail

*August 2016 - November 2020*

Customer Accounts Advisor

- Assessed customer needs using investigative questioning techniques and thorough documentation to recommend appropriate solutions.
- Generated and processed detailed client contracts and related documentation accurately and efficiently.
- Maintained consistent client communication to ensure satisfaction, resolve concerns, and document outcomes.

*\*\* Please note: Employment dates are approximate*

## CERTIFICATIONS

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**Licensed: P&C – TX**

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Licensed Insurance Producer

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

Experience: Allstate – 3 years

Licensed: P&C – TX

Will work REMOTE in CST only

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

80+ outbound calls/day, 10+ inbound calls, pivot & cross selling, networking, referral sales, bundling, strong customer service, & servicing the Spanish-speaking customer base.

*\*\* Please note: Employment dates are approximate*