

Direct Hire Candidate: 5871 ***1-3 LIFE APP/MO***

Licensed Insurance Producer

EXPERIENCE

State Farm Insurance

August 2023 - Present

Account Representative

- Delivered exceptional customer service and support to new and existing clients, ensuring a positive and professional experience
- Educated clients on insurance policies and coverage options, clearly explaining products and services to support informed purchasing decisions
- Generated and presented home, auto, life, and health insurance quotes; proactively followed up with internet and inbound leads
- Developed new business opportunities through outbound sales calls and lead generation efforts
- Conducted policy review meetings to assess client needs and recommend appropriate coverage solutions
- Processed policy changes, updates, and endorsements accurately and efficiently
- Assisted clients with initiating and managing insurance claims, providing guidance throughout the claims process
- Collaborated with team members to achieve and exceed monthly sales and performance goals
- Managed front-office communications by answering phones, responding to emails and text messages, and scheduling client appointments

Animal Shelter

March 2022 - May 2023

Shelter Manager

- Managed full-cycle staffing for 15 employees, including hiring, onboarding, scheduling, payroll, performance reviews, training, and policy implementation
- Oversaw daily operations and care for 55-60 dogs, ensuring safety, cleanliness, proper feeding, behavioral management, and 2-3 daily enrichment/training sessions
- Directed all medical and feeding protocols, including medication administration, vaccination tracking, veterinary scheduling, inventory management, and accurate recordkeeping in shelter software
- Maintained detailed animal records, intake/adoption documentation, and training progress reports
- Led staff communication and weekly training meetings to address health, behavior, and operational updates
- Provided customer service support including scheduling, client communication, payment processing, and administrative duties

Local Government / Animal Control Service

July 2015 - March 2022

Kennel Supervisor

- Supervised Animal Services Caretakers, managing scheduling, payroll, performance evaluations, policy implementation, conflict resolution, and disciplinary actions
- Co-led the shelter rescue program, evaluating dogs for adoption and coordinating placements with rescue partners through outreach and social media
- Assisted in emergency animal evacuations during disasters, supporting safe relocation of small and large animals
- Implemented an enrichment program to reduce stress and improve long-term animal welfare
- Oversaw kennel inventory and supply ordering to maintain efficient operations
- Performed animal intake exams, vaccinations, detailed recordkeeping, and provided comprehensive customer service including redemptions, licensing, and lost pet assistance

** Please note: Employment dates are approximate

CERTIFICATIONS

Licensed: P&C, Life & Health – NV

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Licensed Insurance Producer

Reported: 40-50 policies/mo, \$30-40k premium/mo

Experience: State Farm - 2.4 years (one agent)

Licensed: P&C, Life & Health - NV

Will work REMOTE in any time zone

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

35+ outbound dials/day, 20+ inbound calls/day, referral sales, pivot & cross selling, bundling, self lead generation, creating lead lists, & customer service. Reports averaging 1-3 new life policies per month.

*** Please note: Employment dates are approximate*