

Direct Hire Candidate: 5935 ****3-5 LIFE, 1-2 HEALTH****

Licensed Insurance Producer

EXPERIENCE

Digital Marketing Agency

January 2020 - Present

Business Development Representative

- Assisted customers via live chat by providing product information and responding to inquiries in real time.
- Managed multiple simultaneous conversations while maintaining professionalism, accuracy, and strong response times.
- Maintained detailed CRM records and conducted follow-up communication to support sales efforts and customer satisfaction.

Local State Farm Agency (Operated by Independently Contracted Agent)

July 2024 - March 2026

Agent Team Member

- Provided client support for life insurance and financial service products, assisting customers with policy questions, updates, and coverage explanations.
- Managed inbound and outbound client communication via phone and email while maintaining accurate and detailed documentation.
- Processed policy changes, payments, applications, and service requests in compliance with company and regulatory guidelines.
- Utilized Salesforce and internal systems to track client interactions, follow-ups, and account activity.
- Maintained strict confidentiality of sensitive financial and personal client information.

Healthcare Company

July 2023 - July 2024

Customer Care Representative

- Assisted members with prescription benefit questions, coverage details, and account updates.
- Navigated multiple internal systems to review claims, eligibility, and pharmacy information while maintaining strict HIPAA compliance.
- Documented member interactions accurately and efficiently in system records.
- Demonstrated adaptability by quickly learning complex healthcare and pharmacy benefit processes.

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

CERTIFICATIONS

Licensed: P&C, Life & Health – FL (20-15, 20-44)

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Licensed Insurance Producer

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

Experience: Local State Farm Agency (Operated by Independently Contracted Agent) – 1.8 years

Licensed: P&C, Life & Health – FL (20-15, 20-44)

Will work REMOTE in EST or CST

Desires a Sales role with a Local State Farm Agency (Operated by Independently Contracted Agent) @ \$45k base, with \$80k earning potential

100+ outbound dials/day, 5+ inbound calls with live leads, referral sales, pivot & cross selling, networking, bundling, & customer service. Reports producing 3–5 new life policies per month along with 1–2 health products.

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