

Direct Hire Candidate: 5979

Licensed Insurance Producer

EXPERIENCE

Allstate Insurance (Corporate)

March 2021 - 2026

Insurance Agent (Remote)

- Managed high-volume inbound and outbound insurance sales calls (70/30 split), consistently delivering strong customer engagement and conversion results
- Maintained active insurance licensure across all 50 states, with most recent renewal completed in April 2022
- Recommended tailored coverage options by assessing customer needs and building rapport with new and returning clients
- Reviewed and analyzed prior insurance policies and driving histories to inform accurate quoting and risk evaluation
- Ensured strict compliance with data privacy standards while handling sensitive customer information, including SSNs and ACH details
- Increased policy value through strategic bundling and presentation of multiple coverage options aligned with customer needs

Resort / Hotel

January 2019 - August 2020

Reservation Agent

- Priced, upsold, and booked the resorts offerings, including rooms, dining, cabanas, shows, concerts, and concierge services for incoming guests
- Delivered personalized guest experiences by identifying needs and recommending premium upgrades and bundled packages
- Maintained strict confidentiality while handling sensitive payment information, including credit and debit card details
- Consistently met or exceeded monthly quality assurance benchmarks and schedule adherence targets
- Coordinated with multiple properties, departments, and management teams by sending timely, detailed communications using Excel and Word attachments
- Supported guest retention efforts by resolving concerns and fostering long-term relationships to encourage repeat business

Financial Services Corporation

January 2018 - June 2018

Travel Counselor

- Assisted cardmembers with booking domestic and international travel, including airfare, hotels, and car rentals, ensuring seamless end-to-end trip planning
- Coordinated with airlines, hotels, and car rental vendors to obtain up-to-date information and verify cardmember status and benefits
- Verified and protected Personally Identifiable Information (PII) to maintain strict security standards for both cardmembers and the company
- Utilized tools such as AESP, SABRE, ENCORE, and customer insight platforms to efficiently manage bookings, track performance, and enhance service delivery
- Leveraged email communication and internal systems to resolve issues and ensure accurate, timely travel arrangements
- Managed retention efforts by addressing concerns, strengthening relationships, and promoting continued cardmember loyalty

*** Please note: Employment dates are approximate

EDUCATION

Technical College

Associate Degree

CERTIFICATIONS

Licensed: P&C – All 50 states

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Reported: 110–120 items/month, \$48–50k premium/month

Experience: Allstate (Corporate) – 5 years

Licensed: P&C – All 50 states

Will work REMOTE in PST

Desires a Sales role with Any agency @ \$40–45k base, with \$70k earning potential

20–30 outbound dials/day, 100 inbound calls with live lead transfers, website leads & Lead Manager. Candidate is currently pursuing a Life & Health license.

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