

# Direct Hire Candidate: 6029 \*\*\*3-5 LIFE APP/MO\*\*\*

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Licensed Insurance Producer

## EXPERIENCE

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### Local State Farm Agency (Operated by Independently Contracted Agent)

July 2016 - Present

Agent Team Member

- Assessed customer needs through inbound calls and walk-in interactions, delivering tailored insurance product recommendations
- Increased customer retention by promoting value-added packages, including bundled home, auto, life, and business insurance
- Resolved complex billing issues by clearly explaining charges and providing detailed account breakdowns
- Managed end-of-day financial processes, including handling cash, checks, and credit card transactions, ensuring accurate deposits
- Facilitated seamless policy transfers and state-to-state transitions, improving customer satisfaction during agent changes
- Built strong client relationships by delivering consistent, high-quality service and fostering trust
- Coordinated with underwriting teams to resolve policy issues, gather required documentation, and retain at-risk accounts
- Processed ADA reimbursement checks up to \$1,000 for tow and lockout claims, ensuring accurate documentation in ECRM
- Utilized BLRC systems to write bonds and business insurance policies, expanding service offerings to commercial clients
- Wrote and serviced a wide range of products, including Life & Health, Property & Casualty, PLUP/CLUP, SR-22 (GAINSCO), FEMA, and GA Underwriting Association policies
- Demonstrated strong problem-solving skills and the ability to work independently in remote environments when needed

### Restaurant

April 2016 - July 2016

Customer Service Representative

- Delivered prompt, friendly cashier service, enhancing customer satisfaction and encouraging repeat business

### Non-Profit Organization

June 2014 - August 2014

Lifeguard/Swim Instructor

- Ensured swimmer safety by monitoring pool areas and enforcing established safety protocols as a lifeguard

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

## CERTIFICATIONS

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Licensed: P&C – GA, AL | Life & Health – GA

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Licensed Insurance Producer

Reported: 20–30 policies/month, \$20–30k premium/month

Experience: Local State Farm Agency (Operated by Independently Contracted Agent) – 9.9 years

Licensed: P&C – GA, AL | Life & Health – GA

Will work REMOTE in EST or CST

Desires a Sales, Hybrid, or Customer Service role with a Local State Farm Agency (Operated by Independently Contracted Agent) @ \$40–45k base, with \$65k+ earning potential

30+ outbound calls/day, 25+ inbound calls, pivot & cross selling, developing their own leads, referral sales, networking, win-backs, policy reviews & customer service. Reports producing 3–5 new life policies per month.

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