

Direct Hire Candidate: 6082 ***1 LIFE APP/MO***

Licensed Insurance Producer

EXPERIENCE

Restaurant

October 2012 - Present

Senior Food & Beverage Server

- Promoted desserts, appetizers, and specialty beverages to increase overall sales and enhance guest experience
- Boosted beverage revenue by recommending tailored food and drink pairings based on customer preferences
- Built strong rapport with guests, contributing to repeat business through attentive and personalized service
- Delivered high-quality service in a fast-paced, high-volume environment while maintaining efficiency and accuracy
- Trained and mentored new employees in serving, bartending, and hosting responsibilities to ensure consistent performance
- Supported daily operations by guiding team members and reinforcing a strong customer service-focused culture

Local State Farm Agency (Operated by Independently Contracted Agent)

July 2025 - January 2026

Agent Team Member

- Assisted clients with policy inquiries and claims processing, ensuring clear communication and timely resolution
- Maintained accurate records of customer interactions, transactions, and policy updates
- Greeted clients and provided detailed information on insurance products and services
- Scheduled appointments and managed office calendars to optimize daily workflow
- Handled high volumes of incoming calls, directing inquiries to appropriate departments efficiently
- Processed payments and updated customer accounts with a high level of accuracy and attention to detail
- Performed data entry across multiple systems, ensuring completeness and accuracy of all information

Transportation Services

October 2022 - August 2023

Dispatcher

- Scheduled loads based on priority, delivery timelines, and equipment availability to ensure efficient operations
- Monitored dispatch board and adjusted call priorities in real time based on customer needs and urgency
- Utilized multiple software systems to coordinate transportation, planning, and scheduling activities
- Maintained accurate and up-to-date records of calls and shipments in both physical and electronic databases
- Communicated schedule changes and delivery updates to customers, ensuring transparency and satisfaction
- Managed shipment documentation and verified all required paperwork for accuracy and compliance
- Acted as a liaison between drivers and customers, providing updates on ETAs and proactively communicating delays

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

CERTIFICATIONS

Licensed: P&C, Life & Health – OH

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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) – 6 months

Licensed: P&C, Life & Health – OH

Will work REMOTE in any time zone

Desires a Sales, Hybrid, or Service role with a Local State Farm Agency (Operated by Independently Contracted Agent) @ \$45–50k base, with \$60k+ earning potential

100–150 outbound dials/day, 30+ inbound calls with paid leads, book of business & live leads in a hybrid sales/service environment.

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