

Direct Hire Candidate: 6107

Licensed Insurance Producer

EXPERIENCE

Farmers Insurance Group

March 2026 - April 2026

Insurance Sales Producer

- Supported agency sales efforts by quoting prospects, following up on leads, and guiding clients through coverage options and policy next steps.
- Maintained consistent communication with prospects and clients through phone, email, and text while accurately documenting interactions and follow-up activities.
- Assisted in client retention and engagement by providing timely responses, policy information, and personalized service support.
- Created onboarding materials, sales scripts, workflows, and operational checklists to improve training consistency and agency efficiency.
- Utilized Salesforce-based CRM platforms, including Farmers Apex, to manage lead tracking, client communications, and service-related tasks.
- Organized and monitored daily sales and service activities to ensure accurate follow-up, task completion, and customer satisfaction.

Retail

May 2025 - March 2026

Front-End Supervisor

- Supervised front-end associates, customer flow, break schedules, payments, and daily service operations in a high-volume retail environment.
- Resolved customer concerns with professionalism, patience, and accuracy while maintaining high service standards and operational efficiency.
- Supported team productivity by coordinating front-end activities and ensuring smooth day-to-day operations during peak business hours.
- Managed cash handling, payment processing, and transaction accuracy while maintaining accountability and attention to detail.
- Delivered exceptional customer service in a fast-paced environment by balancing customer needs, team support, and operational priorities.
- Assisted in maintaining a positive shopping experience through effective communication, leadership support, and efficient service execution.

Local State Farm Agency (Operated by Independently Contracted Agent)

July 2022 - June 2024

Agent Team Member

- Sold and serviced insurance policies while educating clients on coverage options, gathering required documentation, and supporting underwriting follow-up processes.
- Managed high-volume phone, email, and text communication regarding policy questions, billing concerns, applications, payments, appointments, and service requests.
- Utilized NECHO and ECRM systems to document client interactions, create service tasks, track follow-ups, and ensure timely resolution of client needs.
- Maintained exceptional customer retention by responding to client inquiries the same day and providing consistent updates through issue resolution.
- Assisted clients throughout the policy lifecycle by delivering accurate information, dependable service, and proactive communication.
- Processed policy changes, payments, and service requests efficiently while maintaining attention to detail and compliance standards.

*** Please note: Employment dates are approximate

CERTIFICATIONS

Licensed: P&C – TX

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Reported: 60–70 policies/month, \$75k–100k premium/month

Experience: Local State Farm Agency (Operated by Independently Contracted Agent) – 2 years, Farmers - 1 month, Other Carriers - 3 years

Licensed: P&C – TX

Will work REMOTE in any time zone

Desires a Sales role with a Local State Farm Agency (Operated by Independently Contracted Agent) @ \$45k base, with \$100k earning potential

50–60 outbound dials/day, 50+ inbound calls with current book of business, EverQuote leads, handling quotes & referrals. Currently pursuing Life & Health licensing.

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