

# Bilingual Spanish Hire: 6114 \*\*\*1-3 LIFE APP/MO\*\*\*

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Licensed Insurance Producer

## EXPERIENCE

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

2023 - May 2026

Agent Team Member

- Delivered exceptional customer service by assisting clients with product selection, resolving concerns, and ensuring a positive experience.
- Built strong customer relationships through effective communication, professionalism, and personalized service.
- Achieved sales goals by identifying customer needs and recommending appropriate products and services.
- Handled high-volume transactions, phone calls, and customer inquiries with accuracy and efficiency.
- Maintained in-depth product knowledge to confidently educate customers and support purchasing decisions.
- Processed sales transactions, returns, and account updates while maintaining accurate records.
- Collaborated with team members to improve customer satisfaction and support daily operational goals.
- Utilized CRM and point-of-sale systems to manage customer interactions, track sales activity, and follow up on leads.

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

January 2015 - 2023

Agent Team Member

- Provided outstanding customer support by assisting customers with purchases, resolving issues, and creating a positive shopping experience.
- Developed lasting customer relationships through attentive service, clear communication, and professionalism.
- Consistently supported sales objectives by identifying customer needs and recommending suitable products and services.
- Managed a high volume of customer interactions, transactions, and inquiries with accuracy and efficiency.
- Demonstrated strong product knowledge to guide customers in making informed purchasing decisions.
- Processed payments, exchanges, and account updates while maintaining accurate documentation and records.
- Worked collaboratively with team members to enhance customer satisfaction and achieve operational goals.
- Utilized CRM and point-of-sale systems to track customer activity, manage sales information, and support follow-up efforts.

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

## CERTIFICATIONS

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Licensed: P&C, Life & Health – IN, IL, WI, MO

## **Bilingual Spanish Hire: 6114 \*\*\*1-3 LIFE APP/MO\*\*\***

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Licensed Insurance Producer

Reported: 30–40 policies/month, \$30–40k premium/month

Experience: Local State Farm Agency (Operated by Independently Contracted Agent) – 11.5 years

Licensed: P&C, Life & Health – IN, IL, WI, MO

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with an Allstate agency @ \$40–45k base, with \$80k+ earning potential

100+ outbound dials/day, 20+ inbound calls with live leads, pivot & cross selling, referral sales, win-backs, selling & servicing the Spanish-speaking community & customer service. Reports producing 1–3 new life policies per month with extensive long-term captive experience.

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