

# Direct Hire Candidate: 6111 \*\*10-15 LIFE APP/MO\*\* (life only role) —

Licensed Insurance Producer

## EXPERIENCE

### Farmers Insurance Group

March 2026 - Present

Licensed Producer/CSR

- Managed high-volume inbound calls, emails, and walk-in client inquiries while delivering professional and timely customer support.
- Processed billing transactions, payments, policy updates, and maintained accurate client account records and documentation.
- Resolved customer concerns and troubleshooting issues efficiently, escalating complex matters when necessary to ensure prompt resolution.
- Educated clients on company products, services, and policy options to provide accurate information and strengthen customer relationships.
- Created and presented customized insurance proposals tailored to clients' coverage needs and risk profiles.
- Generated new business opportunities through lead generation, cross-selling additional products, and assisting with policy renewals.
- Evaluated client risk exposures and recommended personalized insurance solutions to meet specific financial and coverage objectives.

### Insurance Marketing Organization

2026

Sales

### Allstate Insurance (Corporate)

December 2025 - February 2026

Licensed Inside Sales Representative (Remote)

- Assisted active insurance shoppers through high-volume inbound calls, delivering knowledgeable and customer-focused support.
- Utilized insurance expertise to identify customer needs, uncover coverage gaps, and recommend tailored policy solutions from Allstate products and affiliated offerings.
- Converted warm leads into new customers by applying consultative sales techniques and building strong client relationships without cold calling.
- Consistently drove remote sales growth while maintaining a high standard of customer service in a work-from-home environment.
- Maintained accurate and up-to-date account documentation, ensuring detailed records of customer interactions and policy activity.
- Supported daily operations and completed additional administrative and service-related responsibilities as assigned.

### Travelers Insurance Company

February 2023 - November 2025

Insurance Service Representative (Remote)

- Analyzed customer situations to recommend appropriate policy options, including deductible adjustments, coverage selections, and available discounts.
- Responded promptly to customer and agent requests for insurance quotes, policy updates, and coverage changes while ensuring accuracy and compliance.
- Reviewed policy cancellations and reinstatements, making informed decisions and resolving issues with appropriate guidance when needed.
- Handled service-related complaints and escalated complex customer concerns to ensure timely and effective resolution.
- Assisted customers with intent-driven service calls, delivering efficient and customer-focused support.
- Served as a subject matter expert for online billing systems and agency portal platforms, providing proactive support to customers and agents.
- Identified opportunities for new business, cross-selling additional coverages and insurance products based on customer and agent needs.

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

## CERTIFICATIONS

Licensed: P&C, Life & Health – 47 states (excl. FL, CA, AZ)

## Direct Hire Candidate: 6111 **\*\*10-15 LIFE APP/MO\*\*** (life only role) —

Licensed Insurance Producer

Reported: 50-60 items/month, \$50–60k premium/month (Allstate Corporate & \*Farmers)

Experience: Farmers – 2 months, Allstate – 2 months, Travelers – 2.9 years

Licensed: P&C, Life & Health – 47 states (excl. FL, CA, AZ)

Will work REMOTE in any time zone

Desires a Sales role with Any agency @ \$45k base, with \$80–100k earning potential

90–100 outbound dials/day, 10-15 inbound calls/day with warm & cold leads, handling quotes & customer service.

\*Farmers production ranges based on leads provided +/-20 w/no leads (book of business) to up to +/-70 w/leads

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