



# EMILY BROWN

INSURANCE AGENT | LOS ANGELES, CA 90291, UNITED STATES | 3056478349

## ◦ DETAILS ◦

1515 Pacific Ave  
Los Angeles, CA 90291  
United States  
3056478349  
[email@email.com](mailto:email@email.com)

Place of birth  
San Antonio

Driving license  
Full

## ◦ LINKS ◦

[Resume Viking](#)  
[Resume.io](#)

## ◦ SKILLS ◦

Effective Time Management

Customer Service

Cross-selling

Upselling

Insurance Contracts

## ◦ LANGUAGES ◦

English

Chinese

Spanish; Castilian

## ◦ HOBBIES ◦

Skiing, Kloofing, Netball

## PROFILE

*Detail orientated Insurance Agent with excellent communication and marketing skills. Oversaw the incorporation of an insurance program into a bookkeeping system of the company. Responsible for monitoring insurance claims to ensure settlement and acting as a liaison between an underwriter and the customer. Booked an average of between \$420 000 and \$510 000 in sales the past six years. Fluent in Spanish*

## EMPLOYMENT HISTORY

### **Insurance Agent at Old Mutual, Phālia**

January 2019 — January 2021

*Tasked with executing reasonable diligence and care in conducting business with insurers in 15 counties and comply with all instructions from institutional clients pertaining to information related to the policies the insurer assumes for the agent. Surpassed customer loyalty targets of the company by 25 %.*

- Evaluate prospective customers to determine insurance needs and calculate eligibility to recommend appropriate coverage options.
- Stay abreast of underwriting guidelines for insurance carriers in multiple states
- Motivate rookie sales agents through coaching and training regarding company process and procedures
- Surpassed customer loyalty targets of the company by 25 %.

### **Insurance Agent at Sanlam, Summerlin South**

January 2018 — December 2018

*Primary responsibility is to recommend the risk management strategies fitting clients' personal risk profiles for medium to high income individuals. Maintained 83% sales rate on inbound queries over two years*

- Analyzed trends to investigate customer needs, price schedules, volume potential, and discount rates
- Developer new business and improved profitability by tapping in on new target markets
- Consistently achieved 150% of sales targets and introduced various app-related functionalities to improve overall efficiency and customer user experience
- Administrative tasks include maintaining records and handling policy renewals


### **Insurance Agent at Santam, Nebbi**

January 2015 — December 2017


*Enrolled over 700 individuals for insurer's health insurance plans during a short period of 5 months.*

- Administrative tasks include maintaining records and handling policy renewals
- Tracking insurance claims to ensure client satisfaction
- Communicating the pro's and con's of different policies to clients
- Market the sale of insurance plans

 **EDUCATION**

 **Bachelor of Science in Business Administration, New York University, Brooklyn**  
January 2021 — Present

 **COURSES**

 **Insurance Sales License, Los Angeles Insurance Board**  
January 2021 — January 2021