

# Emily Brown, Insurance Agent

1515 Pacific Ave, Los Angeles, CA 90291, United States, 3056478349, email@email.com

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Place of birth	San Antonio	Driving license	Full
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LINKS	<a href="#">Resume Viking</a> , <a href="#">Resume.io</a>
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PROFILE	<i>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</i>
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## EMPLOYMENT HISTORY

Jan 2019 — Jan 2021	<b>Insurance Agent, Old Mutual</b>	Phālia
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*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 %.

Jan 2018 — Dec 2018	<b>Insurance Agent, Sanlam</b>	Summerlin South
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*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

Jan 2015 — Dec 2017	<b>Insurance Agent, Santam</b>	Nebbi
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*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

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## EDUCATION

Jan 2021 — Present	<b>Bachelor of Science in Business Administration, New York University</b>	Brooklyn
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SKILLS	Effective Time Management	Expert	Upselling	Expert
	Customer Service	Expert	Insurance Contracts	Expert
	Cross-selling	Expert		

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COURSES

Jan 2021 — Jan 2021

Insurance Sales License, Los Angeles Insurance Board

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LANGUAGES

English

Very good command

Spanish;  
Castilian

Native speaker

Chinese

Native speaker

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HOBBIES

Skiing, Kloofing, Netball