

# EMILY BROWN

INSURANCE AGENT

## DETAILS

### ADDRESS

1515 Pacific Ave  
Los Angeles, CA 90291  
United States

### PHONE

3056478349

### EMAIL

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

## 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, Old Mutual

Phālia

Jan 2019 — Jan 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, Sanlam

Summerlin South

Jan 2018 — Dec 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

English



Chinese



Spanish; Castilian



## HOBBIES

---

Skiing, Kloofing, Netball

## Insurance Agent, Santam

Nebbi

Jan 2015 — Dec 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

Jan 2021 — Present

## COURSES

---

### Insurance Sales License, Los Angeles Insurance Board

Jan 2021 — Jan 2021