**Insurance Agent Resume Sample 1**

**Terrence Phillips**
214 Jefferson Street, Linkensburg, Florida 33459
*TPhillips@email.com*
318-246-1449

**A. Summary**

With over 12 years of experience in both outbound and inbound insurance sales, I have established myself as a proven team member. Some examples of awards that I have received in my professional career include the Highest Gross Sales Rep of 2015, Top Five in Customer Satisfaction of 2017, and a nomination for Best Up and Coming Insurance Agent of 2012. As for office related skills, I am quite experienced with programs like Microsoft Office and VPN programs like Cisco Connect. I am looking for a job where I can develop my insurance agent skills.

**B. Working Experience**

**November/2016 - Present - Princeton Insurance, Linkenburg, Florida**

**Responsibilities:**

* Answering inbound sales calls for life insurance, home insurance, and auto insurance customers
* Processing payment information for new policies and distributing proof of insurance documents
* Completing follow up calls with customers that were still pending signups
* Greeting clients in the office and working with them to address their insurance needs

**Achievements:**

* Highest client growth of 2017
* Top sales agent for the months of November, January, and March
* Recognized for three consecutive months of five-star customer service reviews

**December/2013 - November/2016 - Henkelman Comprehensive, St. Petersburg, Florida**

**Responsibilities:**

* Setting up appointments with customers from our warm leads department
* Answering basic billing questions and directing phone calls to the appropriate department
* Informing customers of special discounts for insurance package bundles
* Participating in ongoing training programs designed to improve the customer experience

**Achievements:**

* Ranked the second highest grossing insurance agent of 2015
* Highest policy renewal rate for two quarters in a row
* Recognized for gold level customer satisfaction scores

**December/2009 - December/2013 - Georgetown Neighborhood Insurance, Ft. Pierce, Florida**

**Responsibilities:**

* Greeting customers in the office and ensuring an agent is assigned to them
* Directing phone calls to the appropriate department
* Handling basic billing disputes and escalates when necessary
* Maintain sales quotas and growing client listings

**Achievements:**

* Perfect attendance award for two years - 2010 and 2012
* Finalist for the Up and Coming award of 2011
* Top client satisfaction scores for third and fourth quarter

**C. Education and Academic Training**

BA in Business Administration, University of South Florida, Tampa, FL, 2008
High School Diploma, Lake Phiomia High School, Georgetown, FL, 2003

**D. Job Related Skills**

* Licensed for life insurance sales in Florida, Georgia, Alabama, and Tennessee
* Currently licensed to sell automotive and property insurance in Florida, Alabama, South Carolina, and Louisiana
* Skilled in informing customers about insurance policies
* Knowledgeable in processing payment information
* Competent in choosing personalized insurance according to the customers' needs

**E. General Skills**

* Familiar with Microsoft Office
* WPM rate of 76
* Proficient in Spanish
* Customer service skills
* Good organization skills