**Insurance Agent Resume Sample 2**

**Mary Felts**  
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**A. Summary**

I started my insurance agent career almost 18 years ago. With experience selling different types of insurance in as many as 13 different states, I have worked with both residential and business customers to ensure that their insurance needs are being met. I have also been nominated for several professional awards like the Top Grossing Sales Agent of 2015, Business Insider of 2013, and the Hinkelman Up and Coming Award of Excellence in 2012. At the present time, I am looking for a workplace that can benefit from my experience, and where I can develop my skills as an insurance agent.

**B. Working Experience**

**December/2013 - Present - Lake Town Insurance, Haines City, Florida**

**Responsibilities:**

* Supervising new agents and conducting random observations to ensure the quality of service is maintained
* Answering basic billing questions and directing calls to the appropriate department for resolution
* Cold calling potential clients and informing them of relevant insurance products
* Growing quarterly sales by expanding insurance offerings with established clients

**Achievements:**

* Top performing team for the third quarter of 2014
* Perfect Attendance Award for three years straight
* Recognized as a top customer ambassador in 2017

**November/2010 - December/2013 - Perkinson Insurance, Daleview, Florida**

**Responsibilities:**

* Meeting with clients in the office and answering insurance related questions
* Conducting follow up calls with customers that haven’t signed up for a new policy
* Attending various business seminars to meet new business clients
* Participating in ongoing training seminars and other educational opportunities

**Achievements:**

* Perkinson Guest Satisfaction Award recipient for two quarters
* Highest business policy originator for 2012
* Mentor Award recipient for 2011

**January/2007 - November/2010 - Maurice Insurance Sales, Jenkins, Florida**

**Responsibilities:**

* Printing the follow-up listings each day and ensuring all clients are called
* Meeting with prospective clients and developing comprehensive insurance plans
* Greeting customers the in office and ensuring that someone is assigned to them
* Working with the designated team lead to ensure sales targets are being met

**Achievements:**

* Top Performing Agent of 2008
* New Agent Award of Excellence in 2007
* Business Insider nomination for three consecutive years

**C. Education and Academic Training**

AA in General Studies, University of Florida, Gainesville, FL, 2006  
High School Diploma, Haines City High School, Haines City, FL, 2002

**D. Job Related Skills**

* Licensed to sell automotive, life, and property insurance in 13 different states
* Member of the Life Insurance Business Association
* Able to offer personalized insurance to all customers
* Good presentation skills
* Able to preserve a long-standing relationship with customers

**E. General Skills**

* Proficient in Excel and PowerPoint
* Adept with Lotus Notes and Microsoft Office
* Speaks German and Spanish
* Communicates easily with clients