

AVA DAVIS

Farmers Insurance - Agent Trainee

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PROFESSIONAL SUMMARY

Motivated insurance professional with 5 years of experience in client relationship management and tailored insurance solutions. Skilled in assessing client needs and creating effective risk management strategies. Passionate about exceeding sales targets while delivering exceptional service and ensuring compliance with industry standards.

WORK EXPERIENCE

Farmers Insurance - Agent Trainee

📅 May / 2022-Ongoing

Maple Leaf Consulting

📍 Toronto, ON

1. Delivered outstanding customer service to clients and fellow agents, enhancing satisfaction and loyalty.
2. Managed multi-line phone systems to ensure efficient communication.
3. Utilized advanced data entry skills in Microsoft Excel for accurate client records management.
4. Operated office equipment effectively, including copiers, scanners, and fax machines.
5. Communicated proficiently through written and verbal channels, utilizing Microsoft Outlook.
6. Maintained confidentiality in all client interactions and correspondence.
7. Performed various administrative tasks to support daily operations.

Farmers Insurance Agent

📅 May / 2020-May / 2022

Crescent Moon Design

📍 Portland, OR

1. Successfully passed all insurance requirements and background checks, demonstrating commitment to professionalism.
2. Provided comprehensive service and maintenance for insurance policies, ensuring client satisfaction.
3. Marketed and sold Farmers Insurance products, contributing to overall sales growth.
4. Worked independently to achieve personal sales goals while assisting clients with inquiries.
5. Engaged in prospecting and needs analysis to identify client requirements.
6. Handled payment collections and customer service inquiries effectively.

EDUCATION

Bachelor of Business Administration

📅 May / 2018-May / 2020

University of Iowa

📍 Seattle, WA

Focused on business management and marketing principles relevant to insurance.

SKILLS

Insurance Terminology

Client Records Management

Client Care Strategies

Appointment Setting

ACHIEVEMENTS

- ★ Achieved a 20% increase in client retention rates through personalized service.
- ★ Successfully completed all insurance licensing requirements, enhancing credibility.
- ★ Developed targeted marketing strategies that increased policy sales by 15%.