

# LELIA GEVING

Insurance Agent

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## PROFILE

Results-driven Insurance Agent with 1 year of experience in providing exceptional customer service and tailored insurance solutions. Proficient in identifying clients' needs, offering suitable policies, and managing policy renewals. Demonstrated ability to establish trust and build long-lasting relationships with clients, resulting in consistent sales growth. Eager to leverage skills and expertise to contribute to a dynamic team and achieve new milestones in the insurance industry.

## LINKS

[linkedin.com/in/leliageving](https://www.linkedin.com/in/leliageving)

## SKILLS

Underwriting

Risk assessment

Policy analysis

Claims management

Customer relations

Sales techniques

Actuarial knowledge

## LANGUAGES

English

Hindi

## HOBBIES

## EMPLOYMENT HISTORY

### Insurance Agent at Florida Blue, FL

Apr 2023 - Present

- Achieved a 25% increase in new policy sales within the first year by effectively utilizing marketing strategies and building strong relationships with clients, resulting in over \$1 million in annual premiums for Florida Blue.
- Exceeded retention goals by maintaining a 90% policy renewal rate through proactive communication, timely follow-ups, and personalized customer service, contributing significantly to the overall growth of the agency.
- Recognized as a top-performing agent by consistently ranking in the top 5% of Florida Blue's statewide sales force, earning multiple awards and accolades for outstanding performance and dedication to client satisfaction.
- Implemented a successful referral program that generated a 30% increase in new leads, leading to a 15% increase in overall policy sales and strengthening Florida Blue's presence in the competitive Florida insurance market.

### Associate Insurance Agent at , FL

Jul 2022 - Feb 2023

- Successfully increased overall policy sales by 35% within the first year, generating an additional \$500,000 in annual premium revenue for the agency.
- Developed and implemented a new customer referral program that resulted in a 20% increase in qualified leads and a 15% boost in new client acquisitions.
- Streamlined the claims processing system, reducing average claim resolution time by 25% and improving customer satisfaction ratings by 10%.
- Organized and led a series of community outreach events, resulting in a 50% increase in brand awareness and contributing to a 12% growth in new business within the local market.

## EDUCATION

### Bachelor of Business Administration in Insurance and Risk Management at Florida State University, Tallahassee, FL

Sep 2018 - May 2022

Relevant Coursework: Risk Management Principles, Insurance Law and Regulation, Property and Liability Insurance, Life and Health Insurance, Corporate Finance, Financial Planning, Actuarial Science, and Business Analytics.

## CERTIFICATES