

KATERIN PLATERO

Insurance Sales Representative

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(692) 165-2813

123 Main St, Baltimore, MD 21201



PROFILE

Insurance Sales Representative with 1 year of experience in providing exceptional customer service and developing tailored insurance solutions for clients. Proficient in analyzing individual client needs, recommending suitable policies, and maintaining strong relationships to ensure customer satisfaction and retention. Demonstrated success in meeting sales targets and contributing to overall business growth. Seeking opportunities to leverage insurance expertise and sales abilities to drive revenue and deliver outstanding service.

LINKS

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

SKILLS

Prospecting

Negotiation

CRM (Customer Relationship Management)

Underwriting

Risk Assessment

Policy Analysis

Claims Handling

LANGUAGES

English

Hindi

EMPLOYMENT HISTORY

Insurance Sales Representative at State Farm, MD

Apr 2023 - Present

- Exceeded annual sales target by 35%, resulting in over \$1.5 million in new policies sold for State Farm in Maryland during the fiscal year 2019.
- Successfully upsold and cross-sold insurance products to existing clients, leading to a 25% increase in total policy premiums and generating an additional \$300,000 in revenue for the company in 2020.
- Retained 95% of clients through exceptional customer service and timely follow-ups, contributing to the growth of State Farm's market share in Maryland by 10% in 2018.
- Developed and implemented a new lead generation strategy that increased the number of qualified leads by 50%, resulting in a 20% increase in the overall conversion rate for new policy sales in 2017.

Associate Insurance Sales Representative at Allstate, MD

Sep 2022 - Mar 2023

- Exceeded annual sales target by 35%, generating over \$500,000 in new premiums for Allstate, MD, contributing significantly to the branch's overall growth.
- Successfully upsold and cross-sold insurance products to existing clients, increasing average policyholder value by 20% and boosting customer retention rate to 95%.
- Consistently ranked as a top performer among Allstate, MD's sales team, achieving the highest customer satisfaction rating (98%) and being recognized with the "Sales Excellence" award for two consecutive years.
- Implemented innovative sales strategies and tactics, resulting in a 25% increase in lead conversion rate and the acquisition of 100+ new clients within a single year.

EDUCATION

Associate of Applied Science in Insurance Sales and Management at Carroll Community College, Westminster, MD

Sep 2018 - May 2022

Relevant Coursework: Insurance Principles, Risk Management, Sales and Marketing Strategies, Business Communication, Policy Analysis, Legal Aspects of Insurance, Customer Service, and Insurance Agency Operations.

CERTIFICATES

Chartered Life Underwriter (CLU)

Jan 2022