

Drew Lickman - Sales Professional

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SUMMARY

Results-driven sales professional with 3+ months of experience as a Life and Health insurance agent at Bankers Life. Computer Science graduate with strong analytical skills and proven ability to build relationships, identify client needs, and deliver tailored solutions. Demonstrated success in consultative selling, client retention, and meeting sales targets through effective communication and customer-focused approach. Combines technical expertise with sales acumen to provide comprehensive financial protection solutions.

EDUCATION

B.S in Computer Science & Minor in Entrepreneurship @ Middle Tennessee State University
August 2020 - December 2024

3.6 GPA | Dean's List 4 times

Key Coursework: Artificial Intelligence, Natural Language Processing, Computer Systems, Software Engineering, Data Structures & Algorithms, Visual Programming, Computer Graphics, Entrepreneurship

SALES SKILLS

- **Insurance Sales:** Life insurance, Health insurance, Medicare, Final expense insurance, Client needs assessment, Policy comparison and analysis
- **Sales Process:** Lead generation, Cold calling, Appointment setting, Consultative selling, Objection handling, Closing techniques, Follow-up strategies
- **Client Relationship Management:** Needs analysis, Trust building, Long-term relationship development, Customer retention, Referral generation
- **Communication:** Active listening, Presentation skills, Complex product explanation, Non-technical communication, Persuasive communication
- **Analytical Skills:** Risk assessment, Financial analysis, Data interpretation, Market research, Competitive analysis
- **Technology:** CRM systems, Sales tracking software, Digital marketing tools, Microsoft Office Suite, Data management
- **Compliance:** Insurance regulations, State licensing requirements, Ethical sales practices, Documentation standards
- **Business Development:** Market penetration, Territory management, Sales forecasting, Goal setting and achievement

PROFESSIONAL EXPERIENCE

Life and Health Insurance Agent | Bankers Life
June 2025 - Present

Providing comprehensive insurance solutions to clients, focusing on life and health insurance products while building long-term relationships and meeting sales objectives.

- Conducted comprehensive client consultations to assess insurance needs and financial situations, identifying appropriate life and health insurance solutions
- Developed and maintained a robust pipeline of qualified leads through cold calling and referrals
- Presented insurance products and coverage options to clients, explaining complex policy details in clear, understandable terms
- Built strong client relationships through regular follow-up, policy reviews, and proactive communication about coverage updates
- Successfully closed sales by addressing client concerns, overcoming objections, and demonstrating value of insurance protection
- Maintained detailed client records and documentation in compliance with industry regulations and company standards
- Stayed current with insurance products, market trends, and regulatory changes to provide accurate and up-to-date information
- Collaborated with underwriters and support staff to ensure smooth policy processing and client satisfaction
- Generated referrals from satisfied clients, expanding client base through word-of-mouth marketing

Student Technology Assistant (Team Leader) | MTSU Walker Library
Spring 2022 - Winter 2025

- Led team of 20+ student assistants, developing leadership and management skills applicable to sales team environments
- Delivered technical support to diverse client base, building strong communication and customer service skills
- Resolved complex technical issues through systematic problem-solving and clear explanation of solutions
- Created comprehensive documentation and training materials, demonstrating ability to simplify complex information
- Managed multiple priorities and deadlines while maintaining high service quality standards

Digital Workspace Specialist | Personal Projects
2020 - Present

- Designed and implemented knowledge management systems using Notion, creating organized dashboards and efficient data organization
- Configured automated workflows and templates to enhance productivity and streamline business processes
- Developed comprehensive documentation systems with structured information hierarchies for client management

KEY ACHIEVEMENTS

Insurance Sales Performance | Bankers Life
October 2024 - Present

- Successfully completed comprehensive insurance licensing and training program, demonstrating commitment to professional development
- Built initial client base through effective lead generation and networking strategies within first 3 months
- Maintained high client satisfaction ratings through personalized service and thorough policy explanations
- Developed expertise in multiple insurance product lines including life, health, and Medicare policies
- Established systematic approach to client relationship management and follow-up processes

Leadership & Team Management | MTSU Walker Library
Spring 2022 - Winter 2025

- Led and mentored team of 20+ student technology assistants, developing strong leadership and coaching abilities
- Implemented process improvements that enhanced team efficiency and client satisfaction
- Created comprehensive training programs for new team members, ensuring consistent service delivery
- Managed complex scheduling and resource allocation across multiple library departments

CERTIFICATIONS & LICENSING

- Life and Health Insurance License (State of Tennessee)
- Bankers Life Training
- Microsoft Excel Certified
- Bachelors of Science (Computer Science)