

Kayla Norris

Licensed Ohio Life Insurance Agent



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614-312-4711

Meticulously organized and proficient in time management, while offering professional and courteous customer service. I'm very self driven and hungry for success in whatever I do.

Professional Experience

Independent Broker

Fortress Insurance Group

January 2019 -
January 2020

- Completed Biannual CE including AML Certification & 3 hours of Ethics Training
- Clear Client Representation regarding policy benefits and management
- Successful Sale of policies dependent upon Client needs
- Pipeline Management by completing necessary follow-ups
- Social Media Management through Marketing and handling Client Inquiries
- Thorough Field Underwriting through Accurate Application Completion
- Maintained efficient independent Time Management

Bank Teller

Chase

2014 - 2015

- Maintained Friendly and Professional customer relationships
- Organized, stocked and maintained teller window area
- Assessed Clients' Financial Situations to develop strategic financial planning solutions
- Sold cashier's checks, traveler's checks and money orders
- Accurately Balanced cash drawer daily
- Closely followed written Policy and Procedures
- Completed training on BSA/AML, Patriot ACT, fair lending, Community Reinvestment Act
- Placed on Career Development Plan to become Lead Teller four months into employment
- Excelled in customer service and sales competitions as a part-time employee

Education

Ohio Life Insurance Pre-licensing

XCel Solutions at
Jacksonville, FL

November 2018 -
January 2019

Associate of Applied Science: Veterinary Technology

Bradford School at
Columbus, Oh

2011 - 2012

Key Skills

- Strong Interpersonal Skills
- Meticulous Attention to Detail
- Self-Directed Mindset
- Analytical Thinking & Strategic Planning
- Excellent Time Management Skills
- Positive