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## EXPERIENCE

### **Territory Manager** - June 2019 - January 2022

STATE AUTO INSURANCE COMPANIES - Columbus, OH

- Worked with Agency owners to accomplish profitable growth in Personal/Commercial Lines
- Worked directly with the agency principles to establish production standards and accountability
- Focused on developing new customer relationships as well as developing existing relationships
- Developed sales opportunities for Personal Lines and Commercial Lines
- Provided automation and product support and training for agencies
- Ensured that assigned agencies met production, quote, and profit objectives

### **Agent/Owner** - January 2017 - June 2019

ASHTON LITTLE STATE FARM AGENCY - Wooster, OH

- Owner/operator of the agency overseeing all production and day to day activities
- Recruited and trained entire staff in both sales and service
- Developed a business plan, set goals and developed strategies for reaching these goals
- New Market Agent, grew Book of Business to a 2 Million Dollar Agency
- Created marketing plans to establish Agency in the community
- Top 100 State Farm Agents in the State of Ohio

### **Sales Team Member** - August 2014 - December 2016

KIM ROE STATE FARM AGENCY - Columbus, Ohio

- Assisted office in reaching goals set by corporate and agent
- Focused primarily on sales
- Assisted agent in rehiring staff (2015)
- Assisted in training new staff that focused primarily on sales
- Lead group meetings to discuss topics of focus and goals with team members
- Achieved monthly goals

### **Health Claim Processor** - August 2013 – February 2014

STATE FARM INSURANCE - New Albany, Ohio

- Provided support for State Farm Agents/customers with health insurance claim issues
- Approved payments to State Farm customers
- Made business decisions on whether to approve or deny claims
- Explained the claim process to both State Farm Agents and State Farm customers
- Prepared and wrote official State Farm letters explaining basic concepts regarding claims

### **Life Response Center Team Member** - April 2011-August 2013

STATE FARM INSURANCE - New Albany, Ohio

- Provided support for State Farm Agents/customers with life insurance issues including:
  - Client eligibility
  - Insurance policy status for applications and issued policies
  - Product information on various State Farm Life Insurance plan
  - Helped State Farm Agents reach goals set by corporate

**CareerFoundry - Berlin, Germany**

Frontend Web Development Course - 2022

**Capital University - Columbus, Ohio**

*Bachelor of Arts - December 2011*

Major: Communication

GPA: 3.78

**HONORS/ACTIVITIES**

- Currently studying Berkeley CS61A with the assistance of an Honor Student at Berkeley
- Enrolled in Scrimba working towards a Certificate in FrontEnd Development (HTML, CSS, JavaScript, React)
- CareerFoundry Web Development Certificate
- Mimo Web Development Certificate (HTML, CSS, JavaScript)
- Mimo SQL Certificate
- Inducted into the National Honor Society for Communication – Lambda Pi Eta
- Graduated Magna Cum Laude
- Top 100 State Farm Agents in Ohio

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**REFERENCES**

**Don Gardner**

*Insurance Sales Leader (Former), State Farm Insurance*

740-739-7505

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*Professional Mentor/Former Colleague*

**Neil Elkins**

*State Farm Insurance Agent, State Farm Insurance*

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*Former Colleague*

**Matt Smith**

*Visual Content Manager, Make-A-Wish Ohio, Kentucky and Indiana*

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*Mentor/Friend*