
EXPERIENCE

Territory Manager - June 2019 - January 2021

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 small commercial insurance
- 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

- Was owner/operator of the agency, overseeing all production and day to day activities
- Recruited and trained entire staff both in sales and service
- Developed a business plan, set goals and developed strategies for reaching these goals
- 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 claims or deny
- 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

Capital University - Columbus, Ohio

Bachelor of Arts - December 2011

Major: Communication

GPA: 3.78

Sound Audio Engineering (SAE)- Nashville, Tennessee

Diploma in Audio and Sound Engineering

Major: Audio Engineering

HONORS/ACTIVITIES

- Inducted into the National Honor Society for Communication – Lambda Pi Eta
- Graduated Magna Cum Laude
- Top 100 State Farm Agents in Ohio

Don Gardner

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Professional Mentor

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Mentor/Friend

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Business Colleague