

# JUAN GONZALEZ

## Insurance Sales Specialist

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☎ (123) 456-7890

📍 Charlotte, NC

🌐 [LinkedIn](#)

## WORK EXPERIENCE

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### Insurance Sales Specialist

#### Northwestern Mutual

📅 2020 - current 📍 Charlotte, NC

- Leveraged InsurGrid's data analytics to identify client needs proactively, resulting in a 24% increase in personalized insurance solutions.
- Introduced InsurGrid to the team, reducing policy processing time by 21% through automated workflows and document management.
- Streamlined administrative tasks using AgencyZoom, **decreasing time spent on daily paperwork by 3 hours**, allowing for a more client-centric focus.
- Spearheaded a targeted sales strategy resulting in a 32% increase in annual premiums within the first year.

### Insurance Sales Representative

#### Nationwide Insurance

📅 2018 - 2020 📍 Raleigh, NC

- Exceeded annual sales targets by 23%, **generating \$500,000 in new business revenue**.
- Utilized Zoom to conduct virtual client consultations, increasing accessibility and client engagement by 33%.
- Implemented DocuSign for electronic document signing, reducing paperwork processing time by 6 minutes.
- Established automated follow-up processes through NowCerts, improving customer satisfaction and retention rates by 16%.

### Customer Service Representative

#### Lowe's

📅 2017 - 2018 📍 Mooresville, NC

- Initiated a streamlined workflow using Dropbox, resulting in an 11% reduction in document processing costs.
- Incorporated ClearSlide presentations for product knowledge, cutting onboarding time by 48 hours.
- Automated responses for common queries, **saving an average of 12 hours per week** in manual response time.
- Reduced errors in customer records by 19% through improved data management practices.

## EDUCATION

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Bachelor of Science

Risk Management and Insurance

[Appalachian State University](#)

📅 2014 - 2018

📍 Boone, NC

## SKILLS

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- InsurGrid
- AgencyZoom
- DocuWare
- Zoom
- NowCerts
- DocuSign
- ClearSlide
- Dropbox