

Millie Chang

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Elgin, IL 60120

SUMMARY

Customer-focused insurance sales professional with more than three years supporting **personal lines** and nonstandard auto customers through inbound leads, **walk-in traffic**, renewals, and policy service requests. Licensed Illinois **Property and Casualty** Producer who explains coverage options clearly, asks focused questions, and recommends products aligned with customer needs. Builds lasting relationships through **timely follow-up**, bilingual English-Spanish service, accurate documentation, and dependable payment processing. Current work includes CRM workflows, agency management systems, currency reconciliation, scanned deposit records, quote preparation, and production-focused pipeline management. Recognized for customer connection, service quality, and peer mentoring. Ready to bring consultative sales discipline, careful transaction handling, and a strong appetite for training and advancement to HarborPoint Auto & Home Insurance.

EXPERIENCE

Insurance Sales Agent

January 2024 - Present

Prairie Shield Insurance Group

Elgin, IL

Own inbound and walk-in sales activity for nonstandard auto and personal lines customers. Guide discovery, quoting, coverage selection, payment processing, documentation, and follow-up within CRM and agency management systems. Apply coaching from weekly reviews while supporting **production goals**, renewal relationships, and accurate branch operations.

- Converted inbound and walk-in inquiries into nonstandard auto coverage recommendations through focused discovery conversations.
- Explained liability, physical damage, deductibles, and policy conditions for clear customer decisions.
- Managed more than 100 monthly opportunities through **CRM** records, contact plans, and scheduled **follow-up**.
- Balanced premium transactions and prepared scanned **deposit documentation** for timely bank delivery.
- Reviewed driving history, vehicle details, and household needs before presenting suitable **personal lines** products.
- Applied weekly coaching on objections and close planning, strengthening production performance and customer trust.

Customer Service and Sales Representative

May 2023 - December 2023

Lakeside Coverage Center

South Elgin, IL

Supported personal lines customers across quoting, policy questions, documentation, referrals, and renewal communication. Used agency management systems for accurate records and underwriting handoffs while building **bilingual** service skills and completing foundational Property and Casualty licensing coursework.

- Prepared auto quotes and answered policy questions during high-volume **personal lines** service periods.
- Followed web, phone, and referral leads using documented call plans and timely customer **follow-up**.
- Explained limits, deductibles, payment schedules, and policy changes in **English** and **Spanish**.
- Updated customer records and scanned identification and policy documents before underwriting review.
- Built repeat-customer relationships through renewal reminders and clear next-step communication.
- Completed **Property and Casualty** licensing coursework while applying supervisor feedback on compliant documentation.

PROJECTS

Bilingual Customer Follow-Up Workflow 📅 2025

Created a practical follow-up workflow for English- and Spanish-speaking customers, combining CRM contact plans, renewal reminders, quote status checks, and clear next actions.

Deposit Documentation Control 📅 2024

Strengthened premium transaction records through balancing routines, receipt checks, scanned documentation, and organized bank-delivery preparation within agency operations.

LEADERSHIP & AWARDS

- Prairie Shield Customer Connection Recognition, 2025
- Lakeside Coverage Center Service Excellence Recognition, 2023
- Peer Mentor, Prairie Shield New Representative Study Group, 2025 - Present

EDUCATION

High School Diploma

2022

Larkin High School GPA: 3.5

Elgin, IL

Coursework: English, Spanish, Business Communication, Personal Finance

CERTIFICATIONS

- Illinois Property and Casualty Producer License 📅 2024
- Insurance Fundamentals Certificate, Insurance Institute of America 📅 2023

TECHNICAL SKILLS

- **Insurance Products:** Nonstandard Auto Insurance, Personal Lines, Liability Coverage
- **Sales Operations:** Inbound Sales Leads, Walk-In Traffic, Production Goals
- **Customer Management:** Customer Relationships, New Business, Existing Business
- **Policy Servicing:** Policy Quoting, Renewals, Policy Changes
- **Coverage Analysis:** Driving History, Vehicle Details, Coverage Needs
- **Agency Systems:** CRM, Agency Management Systems, Customer Records
- **Financial Processing:** Currency Transactions, Premium Payments, Bank Deposits
- **Document Control:** Scanned Documentation, Receipts, Identification Records
- **Communication Tools:** Microsoft Office, Email, Telephone
- **Training Development:** Property and Casualty Training, Mentorship, Sales Coaching

SKILLS

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|--------------------------|-------------------------|------------------------|-----------------------------|
| • Personal Lines | • Relationship Building | • Verbal Communication | • Currency Transactions |
| • Property and Casualty | • Follow-Up | • Inbound Sales Leads | • Agency Management Systems |
| • Customer Service | • Multi-Tasking | • Walk-In Traffic | • Bilingual English-Spanish |
| • Sales Production Goals | • Written Communication | • Coverage Education | |

PROFESSIONAL AFFILIATIONS

- Volunteer Spanish-English Tax and Benefits Information Assistant, Elgin Community Resource Fair, 2024 - Present
- Peer Mentor, Prairie Shield New Representative Study Group, 2025 - Present

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST