

Terry Wayne McDonald
Address Cell # Email

OBJECTIVE: To provide personal dedication to the common cause of profitability and retention of a dynamic team.

QUALIFICATIONS:

Supervisory Experience	Proactive and Goal Driven	Adaptable
Integrity	Problem Solving Skills	Team Player
Public Communications	Sharp Customer Service	Proficient Computer Skills Relationship
Building	Strong Organization Skills	Works Well Independently

EXPERIENCE:

STATE FARM INSURANCE **2005 - 2009**

Business Insurance Representative

- Production Manager, Producer and Team Leader
- Initiated agency marketing strategies
- Created new households and business referral program
- Field underwriter for Commercial and Personal Lines

STATE FARM INSURANCE **1993 – 2004**

Office Manager-Marketing Coordinator

- Managed work flow and supervised insurance representative team
- Generated overall profitability with multi-line sales and service techniques
- Established and maintained exceptional customer service relations

METLIFE HEALTHCARE NETWORK **1986 – 1993**

Sr. Membership Accounting Representative

- Supervised and trained department team
- Made underwriting decisions with letter notification
- Administrated and input new group contracts and mass group terminations

Credentials:

CA Department of Insurance, Licenses - **1996 - Present**

- Accident and Health
- Fire and Casualty Broker-Agent
- Life-Only

State of California **2005 - Present**

- Notary Public