

**TERRY WAYNE MCDONALD**

Address      Phone #      Cell #      Email

**EXPERIENCE:**

**December 2005 – STATE FARM INSURANCE (Agency Sales & Service) Brea, CA  
January 2009**

**Business Sales Representative**

- Increased agency residual **by 30%**
- Grew agency renewable household count **by 20%**
- Lowered single-line household ratio **23%** by writing additional policies to existing book
- Developed rewards program for the referral of new business that **increased business 25%**
- Had company authority to write claims checks directly to clients
- Suggested target marketing ideas that were implemented and **increased profit by 35%**

**May 1993 – STATE FARM INSURANCE (Agency Sales & Service) Long Beach, CA  
September 2004**

**Office Manager / Sales Coordinator**

- Created sales promotions to motivate team and increase office production
- Annually achieved corporate Life Insurance sales goals **105%**
- **#1 agent** of Health policy sales in the district
- Oversaw sales and customer service work flow of 2-4 person staff
- Educated clients of underwriting requirements and insurance policy interpretation

**September 1986 – METLIFE HEALTHCARE NETWORK (Corporate HMO) Long Beach, CA  
March 1993**

**Sr. Membership Representative**

- **Promoted three times during tenure**
- Administrated employer health insurance contracts and individual health insurance cards
- Supervised, trained, and doubled the size of the membership accounting staff
- Made underwriting exceptions for those seeking coverage outside the eligibility period
- Provided customer service to employers, members, physicians, and their contracted groups

**LICENSES:**

**California Department of Insurance**

Accident and Health

Fire and Casualty Broker-Agent

Life-Only

**State of California**

Notary Public