Ryan McAllister

Account Representative

Account Representative with nearly 2 years at a multi-line insurance agency serving 2,800 households, plus retail sales experience. Uses a needs-based review process to explain auto, home and life insurance options, handles policy changes and renewals, and books 15 reviews a week. Licensed in Kentucky for Property and Casualty and Life and Health.

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EXPERIENCE

Account Representative

01/2025 - Present

Highlands Insurance & Financial Agency — Louisville, KY

Multi-line agency offering auto, home, life, business and renters coverage.

- Complete 15 needs-based reviews a week with new and current customers, writing about 20 auto and home policies a month.
- Process policy changes, renewals and billing requests for 2,800 households, finishing most changes the same day.
- Build customer relationships through 40 follow-up calls a week, passing 6 life insurance referrals a month to the agency owner.
- Present coverage options at 2 community events a quarter, bringing in about 25 new leads each time.

Retail Sales Associate (Part-Time)

08/2022 - 12/2024

Bluegrass Wireless Outlet — Louisville, KY

Wireless retail store, worked part-time while finishing a degree.

- Sold phones, plans and device protection, finishing at 112% of the monthly sales goal on average.
- Walked customers through contracts, fees and coverage terms before each sale.
- Delivered customer service to 50+ walk-in customers a shift and settled billing disputes at the counter.

CERTIFICATES

Property and Casualty Agent License

02/2025

Kentucky Department of Insurance

Life and Health Agent License

06/2025

Kentucky Department of Insurance

SKILLS

- Needs-Based Review Process
- Auto Insurance
- Home Insurance
- Life Insurance
- Policy Changes
- Customer Relationships
- Sales
- Microsoft Office
- Customer Service
- Communication Skills

EDUCATION

Bachelor of Science

12/2024

University of Louisville

Louisville, KY

Business Administration