Megan Sullivan

Licensed Sales Professional

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SUMMARY

Licensed Sales Professional with 4 years in agency insurance sales and service, licensed in Ohio for Property and Casualty and Life and Health. Quotes and binds auto, home and life coverage for walk-in, phone and web leads, writing about 45 policies a month. Steady follow-up and insurance knowledge keep new sales and retention on goal.

EXPERIENCE

Licensed Sales Professional

02/2024 - Present

Short North Insurance Agency — Columbus, OH

Multi-line agency serving 1,900 households in central Ohio.

- Write about **45** auto, home and life policies a month, reaching 115% of the agency's yearly sales goal in 2025.
- Contact every quoted household within 24 hours and again at 7 and 30 days, converting 34% of quotes.
- Process policy changes, payments and ID cards for 1,900 customers and keep CRM software notes current.
- Present life insurance options in about 10 reviews a month, adding $95K in new life premium last year.

Customer Service Representative

06/2022 - 01/2024

Scioto Valley Insurance Group — Columbus, OH

Personal lines agency with 2,200 households.

- Handled about 50 service calls a day on billing, coverage and policy changes.
- Earned the Ohio Property and Casualty license in 3 months and began quoting auto policies in month 4.
- Referred about 20 leads a month to licensed agents, with 40% buying a policy.
- Built Microsoft Office templates for renewal letters used by the whole office.

SKILLS

Sales • Insurance Knowledge

Follow-Up • Auto Insurance

Home Insurance

Life Insurance

Policy Changes

CRM Software

Microsoft Office

Verbal and Written Communication Skills

EDUCATION

Associate of Applied Science

05/2022

Columbus State Community College

Columbus, OH

Business Management

CERTIFICATES

Property and Casualty Agent License

Ohio Department of Insurance

09/2022

Life and Health Agent License

Ohio Department of Insurance

01/2024