

JAMES BARR

Licensed Insurance & Customer Service Professional | Sales • CRM • Client Relations
Pine Bluff, AR • 870-209-1374 • jbarr1575@gmail.com

PROFESSIONAL SUMMARY

Licensed Insurance Professional and customer service specialist with proven experience in sales, benefits administration, high-volume call environments, and government office support. Demonstrates strong consultative communication skills, policy expertise, and the ability to convert inquiries into long-term client relationships. Recognized for consistently meeting performance metrics, maintaining CRM accuracy, and delivering professional, solution-driven service in both remote and in-office settings. Brings a disciplined work ethic, strong attention to detail, and a commitment to service excellence.

CORE SKILLS

Licensed Insurance Sales & Policy Servicing • Inbound & Outbound Call Handling • CRM & Client Record Management • Consultative Selling & Needs Assessment • Benefits & Coverage Explanation • Customer Retention Strategies • Payment Processing & Billing Support • Administrative & Clerical Operations • Government Benefits Processing • Data Entry & Documentation Accuracy • Microsoft Office & Excel Proficiency • Conflict Resolution & De-escalation • Performance Metrics & QA Standards • Client Follow-Up & Relationship Management • Organizational & Time Management Skills

PROFESSIONAL EXPERIENCE

Licensed Insurance Agent

Direct Auto — Pine Bluff, AR | Aug 2024 – Sep 2025

- Sold and serviced personal insurance policies while ensuring compliance and documentation accuracy.
- Conducted consultative conversations to assess client needs and recommend appropriate coverage solutions.
- Processed renewals, endorsements, and payments while maintaining CRM integrity.
- Built strong client relationships to drive retention and referral growth.

Local Office Administrative Assistant

Arkansas Department of Human Services — Pine Bluff, AR | Oct 2023 – Aug 2024

- Verified client eligibility and processed benefit applications and renewals with strict accuracy.
- Responded to client inquiries regarding services and documentation requirements.
- Maintained organized records and performed high-volume data entry.
- Supported daily office workflow and ensured timely follow-up on pending cases.

Customer Service Agent

Foundever — Pine Bluff, AR | Aug 2021 – Jan 2023

- Handled high-volume inbound calls and processed payments accurately.
- Resolved billing inquiries while meeting performance and quality benchmarks.
- Maintained detailed CRM documentation and ensured customer satisfaction.

Event Specialist

Advantage Solutions — Pine Bluff, AR | Nov 2017 – Feb 2022

- Delivered engaging product demonstrations to increase sales and brand awareness.
- Collected and reported customer feedback to support sales strategy.
- Represented brand partners professionally at large-scale promotional events.

EDUCATION & LICENSES

Associate's Degree in Business Administration — Colorado Technical University (2020)

High School Diploma — Pine Bluff High School (2015)

Licensed Insurance Producer | Life & Health | Personal Lines

ADDITIONAL INFORMATION

Authorized to work in the United States. Willing to relocate within Arkansas. Work-from-home ready with dedicated quiet workspace and reliable high-speed internet. Strong professional communication skills with the ability to meet and exceed performance metrics consistently.