

TIMOTHY WOLFE

Jacksonville, Florida 32224 • 585.645.3589
timwolfe@outlook.com • [LinkedIn](#)

~ SENIOR-LEVEL INSURANCE PROFESSIONAL ~

Highly regarded and well-qualified senior-level insurance professional with more than 15 years of comprehensive experience selling various types of insurance policies to businesses and individuals on behalf of insurance companies, including automobile, business, commercial, fire, property, or specialized policies such as marine, farm/crop, and flood. *Proven expertise in:*

Property & Casualty Insurance ~ Operations Management ~ Team Leadership ~ Customer Service
Financial Analysis ~ Sales & Business Development ~ Account Management ~ Risk Assessment
Marketing & Brand Management ~ Website Design ~ Social Media Marketing
Staffing & Training ~ Employee Relations ~ Process Improvement ~ Conflict Resolution

EDUCATION AND CERTIFICATION

Bachelor of Science in Business Administration
UNIVERSITY OF PHOENIX | Online | 2012

Licensed, **Property & Casualty Insurance Agent**, New York, through 2017

PROFESSIONAL EXPERIENCE

J. JAMES WOLFE INSURANCE AGENCY, INC. – Rochester, NY

Insurance Agent, 11/2001 to Present

Started as the agency's receptionist before becoming fully licensed as a Property & Casualty Insurance Agent in 2002. Hold agency accountability as the final underwriting authority. When the agency expanded into a second office in 2012, took over all office management, sales, and client claim activities including reporting, reviewing, and follow-up. Formulate marketing strategies and social media initiatives to gain new, and retain the existing customer base: source/growing new accounts. Identify, assess, and mitigate risks, review rates, identify coverage gaps, and recommend remedies. Accountable for all employee recruitment, interviewing, hiring, training, and development. As head of IT, research, suggest, and implement new technology.

Key Contributions:

- Designed, created, and developed the agency's website and first, mobile-friendly website including conducting research, creating links/HTML, and SEO.
- Maintained website content relevancy; obtained applicable copyrights, and legal disclosures.
- Formulated and implemented multiple social media marketing initiatives including developing the agency's Facebook page, and LinkedIn, Twitter, Google+, and Yelp accounts.
- Implemented the Xanatek IMS4 Agency Management System.