

JAMIE SMITH

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ADMINISTRATIVE SPECIALIST ♦ ACCOUNT MANAGER ♦ CUSTOMER SERVICE REPRESENTATIVE

More than six years of excellence providing *stellar customer service* across the insurance industry. *Effective team leader* and trainer with *in-depth administrative and information skills* and *advanced training* in Microsoft (MS) products (Word, Excel) and sophisticated industry systems. *Conceive/implement process improvements* to increase business efficiencies and produce solid results. Experienced at quality assessment, audits, sales presentations, writing reports, and general office management. *Increase customer loyalty and ensure corporate growth.*

VALUE-ADDED SKILLS & DEMONSTRATED ACHIEVEMENTS

Customer Account Management: Consistently build and nurture strong relationships with new and existing clients to maximize satisfaction.

Achievements include...

☑ Reenergized key client relationship to strengthen corporate exposure and build sales volume. Marketed insurance products, conducting personalized demos of industry-specific software to showcase benefits and overcome objections. Built ongoing relationships and achieved new sales targets, yielding \$400K in premium revenues.

Business Efficiencies & Development: Provide subject-matter expertise to leverage technologies and guide process improvements.

Achievements include...

☑ Collaborated with corporate staff to develop TechXpress software for use in underwriting, rating, coding, and issuing specific insurance policies. Provided feedback and guidance on effective rating use, computer screenshots, and a user-friendly interface. Nominated for Chairman's Award for outstanding project performance.

Administrative Leadership/Training: Expert knowledge of administrative processes and procedures, including reports, document management, information systems, capture/analysis of program metrics, information gathering, and staff training and development.

TRANSFERABLE SKILLS:

Decision Making/Problem Solving

Business Systems Analysis/Design

Oral & Written Communications

Build & Maintain Relationships

Customer Needs Assessment

Team Building/Leadership

Strong Interpersonal Skills

Reports & Documentation

Negotiating & Persuading

Setting & Meeting Goals

Project Management

Conflict Management

Training Others

Ethics-Driven

RELEVANT EXPERIENCE & EMPLOYMENT SUMMARY

MAJOR LEAGUE INSURANCE COMPANIES, Macon, GA

A national leader in property and casualty insurance

- ♦ **Account Executive (Underwriter)**, Major League Insurance Companies (2009 – 2011)
- ♦ **Senior Account Manager**, Major League Insurance Companies (2006 – 2009)
- ♦ **Senior Underwriting Support Specialist**, Major League Insurance Companies (2005 – 2006)

DETAILS OF KEY PROJECTS AND CHALLENGES

<u>AREAS OF STRENGTH</u>	Account Executive (Underwriter)
ACHIEVING BUSINESS GOALS >	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Consistently exceeded new business and retention goals while maintaining profitable business book for diverse property insurance clients. Underwrote small business accounts with premiums up to \$20K.
PROCESS & BUSINESS IMPROVEMENTS >	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Collaborated on a four-person team to develop a New Business Flow Management tool. Cited by senior management for effective design and testing of the tool now employed agency-wide.
TRAINING OTHERS >	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Trained travel agents on using TechXpress computer software via teleseminar techniques and face-to-face sessions for groups and individuals. <input checked="" type="checkbox"/> Delivered informal training and/or presentations on TechXpress account products to build agent expertise on insurance products and coverage.
ANALYSIS, REPORTS, & DOCUMENTATION >	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Documented files to support policy pricing. Analyzed and supported account decisions in clear, cogent language, including documenting client information, loss controls, and renewal processes.
RECOGNITION >	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> “Tech Kudo” awards (6) for outstanding customer service, TechXpress product implementation, and training, and “Tech Gold” award for related work on TechXpress product development.
UNDERWRITING EXPERTISE >	<p>Senior Account Manager</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Underwrote small business clients—including government contractors, Information Technology (IT) and telecommunications companies, and manufacturers—for technology-focused operations. <input checked="" type="checkbox"/> Supported senior account executive with larger accounts (up to \$1M premium), rating, coding, and policy issuance based on complex instructions. <input checked="" type="checkbox"/> Performed internal audits of other area offices to ensure regulatory and industry compliance. <input checked="" type="checkbox"/> Executed audits based on audit guidelines to examine and document all administrative processes, reporting, and compliance with insurance laws, rules, and guidance.
QUALITY ASSURANCE & AUDITING >	

CERTIFICATION/IT SKILLS/SPECIALTY TRAINING

IIA, Certificate General Insurance, Insurance Institute of America

Microsoft (MS) Word: ExecuTrain classes (3), Beginning, Intermediate, and Advanced

MS Excel: ExecuTrain (3) classes, Beginning, Intermediate, and Advanced

Professional Selling Skills Training, Achieve Global, Inc.

Leading and Managing Diversity Training

SkillPath Seminars:

Business Writing Basics for Professionals; Managing Multiple Projects, Objectives, and Deadlines;

Essentials of Credibility, Composure, and Confidence; Conflict Management Skills for Women;

How to Become a Better Communicator

Proficient with MS Word, Excel, and Outlook, and Internet Explorer. Proprietary Major League software for reports, rating, coding, accounting, loss information, and underwriting.

AWARDS

2009, Nominee for Chairman’s Award for “outstanding performance” in customer service, TechXpress product implementation, and training expertise

2006, Global Specialty Practices Corporate Recognition Nominee