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JOHN HLOOM

123 Park Avenue, Knoxville, TN 37996

123.456.7899 • info@hloom.com

Analytical and credible insurance professional with consistent performance excellence in business development, underwriting, and account management – primarily working for world-class financial services corporations.Broad and diverse experience with mid-market and global clients across a wide range of industries and geographic territories.Highly skilled in developing relationships with C-Suite leaders. Key driver for the past several years to the business growth and positive industry reputation in two globally respected, leading financial corporations.

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| --- | --- | --- |
| Core Competencies | | |
| * Data Analytics * Business Requirements * Deliverable Deadlines * Project Lifecycle | * Financial Analysis * Improvement Initiatives * Business Reporting * Relationship Management | * Collaborations * Presentations * Proposal Preparation * Risk Analysis |

# EXPERIENCE

Field Insurance Agent

INSURANCE ORGANIZATION 2011-Present

Market and sell a wide range of insurance and annuity products and programs to new and existing customers at this globally renowned corporation, comprised of 1,000+ members. Products include life insurance, long-term care, disability, fixed annuities, IRA’s, and 403b’s. Utilize consultative sales approach – conducting individual sessions with members and their families, identifying their needs and designing/delivering customized solutions based on available product line. Utilize and employ a sales system, with initiatives in every phase of the sales process. Collaborate with strategic partners, including attorneys, in presenting informational and promotional seminars. Maintain organized files of sales transactions, meeting high standards of documentation of confidential information. Receive continuous training on products and procedures, necessary to maintain state licensing.

* Consistently devised new sales and marketing strategies to contribute to business growth.
* Enhanced the customer experience by interfacing closely, promoting products that fit their needs, and addressing their questions and concerns in a timely manner.

Property Specialist & Account Manager – Commercial Insurance Department (2009-2011)

INSURANCE BROKERS 2010-2011

Served as the Property Specialist for both the New England offices providing property expertise with respect to prospecting, placement, and coverage analysis.First point of contact on customer inquiries regarding coverages, contract reviews, and general insurance questions and transactions.Brokered personal and life insurance policies overseeing the product promotion, account acquisition, client relations, revenue growth, business development, and strategic marketing space. Analyzed all lines of business insurance for deficiencies and presented findings to the client to help win or retain business. Expanded product offering to existing client base by highlighting relevant coverages and explaining hypothetical loss scenarios.

* Generated a savings of $40K by conducting comprehensive account analysis for an existing client and discovered frictional costs.
* Leveraged strong professional relationships, securing client agreements which exchanged an early renewal agreement for coverage of some major claims whose statuses were ambiguous.

Property Casualty Compliance Officer

INSURANCE BROKERS 2009-2010

Executed the 2009 Compliance Plan for consumer and commercial products. Designed compliance testing and reporting in accordance with prescribed methodologies – monitoring, identifying and communicating changes needed. Provided high quality output, internal investigation documentation, discussion and escalation of concerns or issues to local and functional management. Developed and delivered presentations to Senior Management.

Account Executive

PROPERTY CASUALTY INSURANCE ENTERPRISE 2006-2008

Developed and managed a book of business for this property-casualty insurance broker. Built a regional presence and provided a visible face in the territory. Evaluated Fortune 1000 clients on risk exposure and pricing profitability. Retained and renewed existing clients while adding new business through aggressive, effective new business development efforts. Traveled to territories throughout the United States.Built the business by speaking at seminars and community meetings for business owners.Assisted with advertising, identifying, interviewing and training staff. Collaborated with other departments to cross-sell and find the most suitable home for business. Represented Travelers at off-site product fairs and conferences.

* Grew book of business from $2.3M to nearly $6M over the course of two years, generating significant new business growth while retaining 95% client retention.

Senior Claims Specialist

INSURANCE CLAIMS 2004-2006

Executed a wide range of insurance activities in a consistently high-quality and timely manner, supervising up to seven Workers Compensation Representatives in multiple jurisdictions. Expertise included attending mediations, arbitration, pre-trial and trials. Verified employer information, insurance coverage, employment history, and gathering relevant information to assist in evaluation of the claim. Conducted on-site, face-to-face settlements with non-represented claimants. Determined anticipated level of claims exposure and worked to resolve them expeditiously and professionally, minimizing company exposure and complying with all statutes, regulations, and standards. Processed and prepared files through data system and documented claims in accordance with established procedures for suit trial, or subrogation. Analyzed complex claims with co-workers to implement more efficient investigative strategies.

Client Manager –Marketing Department (2003-2004)

INSPECTION & INSURANCE CO 2001-2004

Promoted into this highly visible business development role. Provided significantly enhanced footprint in the territory, with a reputation for exceptional quality product and service excellence.

* Increased $10M book of business by 19% over prior year.

Portfolio Analyst –Underwriting Department (2001-2003)

INSPECTION & INSURANCE CO 2001-2004

Performed high level analytical and operational support to field market staff – generating reports which analyzed data, identified trends and provided operational recommendations to regional branches.Served as internal liaison between Home Office Underwriting and Software Programming.Assisted senior management in reviews with field managers.Supervised departmental Summer Interns.

Underwriter – Professional Liability Department

UNDERWRITING INSURANCE COMPANY 1999-2001

Marketed and underwrote Financial Lines coverage in Northern California territory. Partnered with Claims Department Representatives in conducing Loss History Reviews to design ongoing pricing strategies.

Underwriter – Management Liability Department

UNDERWRITING INSURANCE COMPANY 1999-2001

Recruited into this elite company due to strong academic and professional qualifications.Underwrote nonprofit risks for Financial Lines coverages. Assigned West Coast territory and strengthened relationships within territory through telemarketing and highly responsive customer service.

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