

EDUCATION

Illinois State University – Katie School of Insurance
Major: Insurance / Risk Management

Expected Graduation: May 2012
Cumulative GPA: 3.46/4.00

SKILLS

- Strong analytical, problem solving, customer service and verbal skills; exceptionally strong written communication skills.
- Excellent ability to develop trust and establish & develop good relationships with customers. Resourceful and adaptable.
- Ability to create alignment around common goals and work well in a team environment; also works well individually.

WORK EXPERIENCE

Lockton Companies, LLC

June 2011 – July 2011

Summer Associate – Commercial Insurance Department – National Accounts

- Shadowed, corresponded, and met with producers, underwriters, and claims representatives.
- Attended client (renewal & pre-renewal) meetings; assisted in many day to day duties such as preparing large loss summaries, invoices & billing, working with all other departments. Saw many different policy types in USA and other countries. Learned about due diligence, obtaining clients, client retention, account maintenance. Used Microsoft Office.
- Completed a 7-week long project which sought to optimize Lockton's existing private equity relationships and gain access to more of those PE Firm's portfolios. Developed a 75 minute sales-plan presentation of this information at the end of 7 weeks, after extensive internal/external research and interviews/conference calls (hard copy available to read).
- Interviewed and spoke with many producers, unit managers, account executives/managers, and other office associates.

Katie School of Insurance and Financial Services

April 2011 – Present

Student Worker

- Maintain and update website, perform administrative duties, conduct industry research.

HOA Restaurant Group, LLC

September 2009 – May 2011

Server

- Generate incremental sales through up-selling, building / maintaining a loyal customer base, problem-solving.
- Winner of multiple sales contests.

Eternal Jewelry

May 2008 – May 2010

Manager

- Responsible for managing inventories and driving sales. Interviewed and trained employees.
- Generated highest sales volume in chain, winning multiple sales contests.
- Provided excellent customer service & ensured customer satisfaction, driving loyalty and repeat purchase.

AFFILIATIONS / ACTIVITIES

- Gamma Iota Sigma (Professional Business Insurance Fraternity)
 - Director of Volunteer Efforts April 2011 – Present
 - Gamma Mentor October 2011 – Present
 - Attended the 2011 Excess & Surplus Lines NAPSLO Symposium in Chicago
 - Attended the 2011 Katie School of Insurance & Financial Services Symposium
 - Attended the 2011 Annual IMUA Conference in Chicago
 - Attended the 2011 Annual CPCU Expo
 - Attending the 40th Annual Gamma Iota Sigma International Conference in Columbus, Ohio
- Financial Management Association
- Sigma Alpha Lambda (National Honors and Leadership Organization)
- Chi Omega March Madness fundraisers for the Make a Wish Foundation 2008 – 2010

AWARDS

- Association of Professional Insurance Women (APIW) Laura James Memorial Scholarship 2011
- Chubb Group Scholarship 2011
- Connor & Gallagher Scholarship 2011
- Sustainability & Insurance Writing Contest Winner 2011
- Member of the Month: Gamma Iota Sigma 2011