

Alex Davis

BUSINESS DEVELOPMENT OFFICER

PROFESSIONAL SUMMARY

Results-oriented professional with a strong background in the insurance industry and Business Process Outsourcing (BPO) sector. With 4 years of experience in insurance and 3 years as a Quality Analyst, I am dedicated to driving business growth, establishing strategic partnerships, and ensuring high levels of client satisfaction. Currently seeking a dynamic role where I can apply my expertise in business development, relationship management, and service analysis to make meaningful contributions to the organization's success.

CONTACT



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EXPERTISE

Risk Analysis	★★★★★
Business Development	★★★★★
Relationship Management	★★★★★
Financial Analysis	★★★★☆
Market Research	★★★★☆
Strategic Planning	★★★★★
Team Management	★★★★★
Communication Skills	★★★★★
Problem-Solving	★★★★★
Data & Quality Analysis	★★★★☆

WORK EXPERIENCE

Marathon Insurance Brokers

2023-2024

Business Development Officer (BDO)

As a Business Development Officer for one of the largest Insurance Brokers in Jamaica, some of my key responsibilities are:

- Conducting risk assessments to identify potential threats and vulnerabilities in insurance policies.
- Analyzing market trends, emerging risks, and competitive intelligence to provide informed recommendations to clients
- Develop and implement strategic initiatives to drive business growth, expand the customer base, and achieve sales targets.
- Identify and cultivate strategic partnerships with key stakeholders, including brokers, agents, and corporate clients including government entities.
- Collaborate with cross-functional teams to design and launch new insurance products and services.
- Building and maintaining strong relationships with existing clients, providing exceptional customer service and support.
- Prepare and present sales proposals, negotiate contracts, and close deals with potential clients.
- Monitor and analyze sales performance, generate reports, and recommend strategies for improvement.
- Stay updated on industry regulations, market dynamics, and emerging technologies to provide the most up-to-date risk assessments..
- Coordinate with the underwriting team to ensure smooth policy issuance and efficient claims management.

Additional Information

- Proficient in using CRM software and data analysis tools.
- Strong analytical and problem-solving skills with the ability to translate data into actionable insights.
- Excellent interpersonal skills with the ability to build rapport and establish strong relationships.
- Proactive and result-oriented mindset with a focus on exceeding targets and delivering exceptional client satisfaction.
- Pending degree reflects ongoing academic pursuit and commitment to professional development.

Certificates

- Excel For Business Analysts
- Humble Leadership: The Power of Relationships, Openness, and Trust (getAbstract Summary)
- Critical Thinking for Better Judgement and Decision-Making
- CompTia Security+ (SY0-601) Cert Prep The Basics
- What Is Business Analysis
- Programming Foundations : Fundamentals
- Programming Foundations : Databases
- 1st Steps Into Selling Smarter
- HTML Essential Training
- Succeeding in Web Development: Full Stack and Front End
- The Complete Web Development Master Class - Beginner to Advanced
- Professional Diploma in Branding & Brand Management

RESUME CONT'D

Marathon Insurance Brokers

2019-2023

Branch Manager

Managing one of the 4 branches for one of the largest Insurance Brokers in Jamaica. I successfully oversaw operations and implemented management strategies. Key responsibilities included:

- Monitored office supply inventory and facilitated replenishment. Processed bills and invoices, maintaining timely payments.
- Implementing strategic business solutions to contribute to corporate objectives and enhance company values.
- Increased productivity with well-coordinated office workflow and strategic task delegation.
- Assessing branch processes, staff performance and KPIs to ensure efficient operations.
- Supervising associates and fostering teamwork and collaboration.
- Using research and financial analysis to make informed decisions
- Deepening client relationships and enhancing service delivery for portfolio growth
- Implementing coaching and development plans to enhance employee knowledge and skills.

Coastal Capital Connections

2016-2019

Quality Analyst

As a Quality Analyst for a small outsourcing company, I played a vital role in ensuring accurate measurements and testing. Key responsibilities included:

- Optimizing protocols and reports for accurate measurements and testing.
- Reviewing and approving files, records, and reports for quality assurance processes.
- Monitoring program performance and implementing corrective actions..
- Providing coaching and training to staff on new and existing products
- Monitoring staff performance and providing guidance during nesting periods.

EDUCATION

University of The Commonwealth Caribbean(UCC)

2027

Bsc Business Administration : Information Management
Sytems Major - Pending

B.B.Coke High School

2013

8 CSEC Subjects (Appended Results)

- Valedictorian
- Head Boy , Prefect & Student Council

Subjects	Grades
Human & social biology	1
Integrated science	1
Physical education	1
Agricultural science	1
Information technology	2
General English A	2
Mathematics	2
Biology	3

References:

Available upon request

Sincerely
Alex Davis