

# Brody Hagglov

## Skills

---

- Ability to be resourceful and troubleshoot problems while working independently.
- Teaching myself Python and web development (HTML, CSS, JavaScript).
- Skilled with the Microsoft Office Suite including Word, PowerPoint and intermediate-to-advanced skills in Excel.

## Professional Experience

---

**HUB International Insurance Brokers**, Strategic Resource Associate December 2018 to Present

- Implement corporate initiatives and sales campaigns for the HUB Canada West salesforce.
- Organize and lead and high-level renewal strategy meetings and ensure accountability of the renewal strategy.
- Train producers and executive on HUB's Customer-Relationship Management (CRM) system through virtual and on-site training methods.
- Use intermediate-to-advanced Excel skills to run sales reports and projections for the executive management team from various internal databases.
- Schedule meetings around our top accounts (approx. 600) including recording minutes and following up on action items from the meetings.
- Run reports from various databases to determine sales results.
- Organize and format data into readable reports for the executive team using advanced Excel skills.

**HUB International Insurance Brokers**, Commercial Insurance Advisor January 2017 to December 2018

- Explained complex insurance policies and practices to clients in layman's terms.
- Used a high attention to detail to prepare accounts for the renewal process to begin at 120 days.
- Responded to client inquiries in a timely manner using excellent customer service skills.
- Identified risk exposures in client operations and used this to upsell and cross-sell other products.
- Ensured accurate and timely invoicing.

**HUB International Insurance Brokers**, Mobile Auto Insurance Advisor June 2015 to January 2017

- Sold private insurance products including the sale of replacement insurance on new vehicles.
- Used great customer service skills to build client relationships and obtained expiration dates for leads and opportunities to cross-sell products.

**HUB International Insurance Brokers**, Auto Insurance Advisor March 2015 to June 2015

- Emphasized the importance of insurance and explained the risks of underinsurance.
- Explained products to customers in non-insurance language to ensure their understanding and to explain the benefits of each product.

**TD Canada Trust**, Customer Service Representative June 2013 to March 2015

- Regularly exceeded sales goals of credit products, bank accounts as well as leads.
- Referred clients to Financial Service Representatives to improve the client's overall financial portfolio.
- Used sound judgement in the analysis of customer banking history to determine appropriate release of funds on cheques.
- Ordered cash for the branch, as necessary.
- Performed opening and closing duties such as balancing the cage room and the safe.

## Education

---

**Insurance Brokers Association of BC**, Canadian Accredited Insurance Broker February 2018

**Insurance Institute of Canada**, Chartered Insurance Professional December 2018

**Thompson Rivers University**, Diploma in General Studies February 2020

**Thompson Rivers University**, Bachelor of Computer Science Degree Expected completion December 2021