

Brody Hagglov

Skills

- Ability to be resourceful and troubleshoot problems while working independently.
- Strong aptitude for the Microsoft Office Suite including Word, PowerPoint and Excel
- Varying knowledgebase of programming languages such as SQL, Python, Java, HTML and CSS.

Education

Thompson Rivers University, Diploma in General Studies January 2020

Thompson Rivers University, Bachelor of Computer Science Expected completion March 2022

Professional Experience

Prospera Credit Union, Credit Analyst & Support January 2020 to Present

- Collect, collate and analyse information and spreadsheets to prepare and format effective reports for credit risk management and board committees and the board of directors.
- Coordinates and manages updates from business bankers on high-risk accounts.
- Design database queries to collect and analyze appropriate information for reporting.
- Gather and verify accuracy of data submitted to Statistics Canada.

HUB International Insurance Brokers, Strategic Resource Associate December 2018 to January 2020

- Analyzed business needs for various systems including the Customer-Relationship Management (CRM) system.
- Recommended system changes to the sales enablement team and trained producers on such changes.
- Provided user support for various systems including the CRM and broker (document) management system.
- Implemented corporate initiatives and sales campaigns for the HUB Canada West salesforce.
- Organized and lead and high-level renewal strategy meetings and ensure accountability of the renewal strategy.
- Trained producers and executive on HUB's Customer-Relationship Management (CRM).
- Used Excel skills to run sales reports and projections for the executive team from various internal databases.

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

- Explained complex insurance policies and practices to clients in everyday language.
- 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 March 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.

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

- Referred clients to Financial Service Representatives to improve the client's overall financial portfolio.
- Used sound judgement in the analysis of customer history to determine appropriate release of funds on cheques.