**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