

Courtney Marie Duggins

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Financial Services Professional

Dedicated Financial Services Professional with a demonstrated ability to analyze risk, service multiple regions and ensure that company standards are met. Known for implementing systems that streamline processes and increase efficiency.

RISK ANALYSIS
LEADERSHIP
COMMUNICATIONS

STRENGTHS

- Providing the Highest Level of Customer Service
- Evaluating Information from Diverse Sources
- Interacting with Diverse Clients & Business Partners
- Ongoing Learning About Specialty Areas
- Recommending Underwriting Process Improvements
- Screening Applicants Based on Criteria

EDUCATION

University of North Carolina – Charlotte

24-Week Coding Boot Camp for Web Development (June 18, 2018 - December 15, 2018)

2018 (Anticipated)

The University of Texas at San Antonio

Bachelor of Business Administration in Actuarial Science - Minor in Applied Statistics

2013

San Antonio, TX

COMMUNITY INVOLVEMENT

Volunteer, **Junior Achievement Day Program**

Charlotte Chapter Co-Lead, **Black Insurance Professionals Network-The Hartford**

Math Tutor, **Walter G. Byers Elementary School**

Member, **Welcome Team-Elevation Church**

2017

2016

2017

2016

AWARDS

Deliver Outcomes - Peer Award, **The Hartford**

Operate As A Team Player - Peer Award, **The Hartford**

Strive for Excellence - Peer Award, **The Hartford**

2018, 2014, 2013

2017, 2016, 2015

2017, 2016

PROFESSIONAL EXPERIENCE

Middle Market Renewal Underwriter

The Hartford Financial Services

Jun 2013 - Present

Charlotte, NC

- Collaborate with insurance agents to ensure proper risk-selection
- Analyze commercial risks by reviewing company background to determine the degree of risk
- Provide recommendations for pricing, and other terms/conditions that aid in mitigating risk adverse qualities
- Maintain knowledge of regional office strategic direction/plan, including goals to achieve profit and growth
- Provide excellent customer service while assisting external and internal partners
- Operate as the single point of contact for all service related inquiries and coverage questions for the following regions:
Southern California, Dallas, TX, Oklahoma, Arkansas
- Plan/prioritize high volumes of work to achieve desired results within necessary timeframes
- Adhere to applicable laws, regulations, and governance

Credit Management Intern

Kohl's Credit Operations Service Center

May 2012 - Aug 2012

San Antonio, TX

- Analyzed historical data concerning average inbound call times
- Identified trends in average call time and utilized findings to train associates to improve the customer service experience
- Analyzed associate scorecards in order to identify strengths and mitigate performance instability
- Provided recommendations for average call time efficiencies and successfully implemented proposed recommendations

Scholarship/Financial Aid Work Study Assistant Level 2

University of Texas at San Antonio

Jan 2011 - May 2013

San Antonio, TX

- Maintained monthly Access Database for over \$160,000.00 in scholarship checks
- Indexed approximately 3,000 student scholarship applications per week
- Reproduced and updated scholarship material daily in order to keep students current on financial aid opportunities
- Assisted students with scholarship questions and responded to scholarship information mail requests in a timely manner