

Joshua R. Ellis, CPCU

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EXPERIENCE

Amica Mutual Insurance Co.

Sales & Client Services Supervisor | Atlanta, GA | February 2019 – Present

Assistant Sales & Client Services Supervisor | Greenville, SC | April 2017 – January 2019

- Promoted to Sales & Client Services (“SCS”) Supervisor in recognition of exemplary leadership skills, achievement of office sales goals and contributions to employee engagement and mentorship.
- Coordinate the operations of the SCS department including interviewing and hiring, onboarding, scheduling, employee engagement, performance reviews, and personnel issues.
- Supervise Account Management team and provide supervisory binding authority in connection with cases involving high-value Homeowners applications (over \$1 million replacement cost), specialty automobile coverage (over \$100,000 in value), personal article floaters, and unique customer inquiries.
- Create sales goals for the department by reviewing and synthesizing historical sales data, retention data and future projections. Supervise and train the Account Management team as they coach their Account Representatives to meet goals.
- Perform monthly audits of Amica’s book of business to ensure adherence to underwriting guidelines, accurate pricing, and appropriate coverage and endorsements.

Senior Account Manager | Lincoln, RI | September 2014 – March 2017

Account Manager | Albany, NY | September 2012 – August 2014

- Promoted to Senior Account Manager in recognition of increased responsibilities and job knowledge.
- Review and assess Automobile, Homeowners, Umbrella, and Ocean Marine applications for risk selection.
- Provide coaching and mentorship to a team of Account Representatives to meet sales and service goals.
- Lead Account Representatives in the resolution of customer-stated issues and inquiries. Handle escalated calls.
- Support Senior Leadership as back up to their casework and responsibilities.

American Diabetes Association

Volunteer, Clinical Conference on Diabetes | Maitland, FL | May 2008 – May 2015

- Oversee onsite registration process for attendees and speakers.
- Assist program faculty in developing PowerPoint presentations. Coordinate smooth transitions between presentations with hotel support staff.

EDUCATION & DESIGNATIONS

Chartered Property Casualty Underwriter | June 2016

Florida State University | Tallahassee, FL

B.S., Business Management and Marketing | April 2012

GPA: 3.34

MEMBERSHIPS

Upstate South Carolina CPCU Society Chapter | April 2017 – January 2019

Rhode Island CPCU Society Chapter | June 2016 – March 2017

OTHER

Four years of experience using Guidewire’s InsuranceSuite (PolicyCenter, BillingCenter).

Two years of experience using Salesforce’s CRM platform.

U.S. and U.K. passports and willing to travel.