

Jennifer A. Obregon

15204 Mountain Creek Trail • Frisco, TX 75035 • 972.835.9744 • foreverqn7@gmail.com

Objective

My objective is to provide my clients with the best insurance coverage for their assets and exemplary service.

Professional Experience

Texas Independent Insurance (formerly CNC Insurance) (July 2022 - Present)

Commercial Lines Department Supervisor, reporting to Ryan Richardson

Responsibilities include:

- Supervise commercial lines customer service representatives.
 - Resolve escalated issues.
 - Provide training as needed.
- Market Accounts
 - Quote and Issue with standard and surplus lines insurance carriers.
 - Prepare and review proposals with clients.
- Service Accounts
 - Certificates of Insurance
 - Invoice accounts
 - Regular Account Maintenance
- Daily Interaction with Clients, Producers, Underwriters, and Carrier Representatives
- Freddie Mac & Fannie Mae Compliance Specialist

CNC Insurance Brokerage Services (April 2018-Oct. 2021)

Commercial Lines Account Manager, reporting to Brent Coleman

Responsibilities include:

- Market Accounts
 - Quote and Issue with standard and surplus lines insurance carriers.
- Service Accounts
 - Certificates of Insurance
 - Notary Bonds
 - Regular Account Maintenance
- Daily Interaction with Clients, Producers, Underwriters, and Carrier Representatives
- Licensing Coordinator - Agency and Producer, Resident & Non-resident licensing
- Prepare and deliver presentations for Lifestyles Events (San Antonio, Dallas, Radio)
- Freddie Mac & Fannie Mae Compliance Specialist

Boyd, Shackleford, & Barnett, LLC dba BSB Insurance Agency (Feb. 2006 - Feb. 2018)

Office Administrator, reporting to S. Michael Boyd

Personal and Commercial Lines Account Manager, reporting to S. Michael Boyd

Responsibilities include:

- Market Accounts
 - Quote & Issue with standard & surplus lines insurance carriers
- Service Accounts
 - Certificates of Insurance
 - Notary Bonds
 - Regular Account Maintenance
- Daily Interaction with Clients, Producers, Underwriters, and Carrier Representatives
- Process daily carrier downloads (agency interfacing automation)
- License Coordinator- Agency and Producer, Resident and Non-resident
- Provide Administrative Support (Phones, Mail, Supply Ordering, Computer Tech Issues)
- Coordinate meetings between producers and marketing representatives
- Train new employees on company management system (Nexsure)

Skills and Competencies

- Nexsure (Insurance Management System)
- EZLynx (Comparative Rater)
- Microsoft Word, Excel
- Google Sheets
- Analytical Thinking
- Takes Initiative
- Motivation
- Commitment
- Results Driven
- Excellent Teamwork and Collaboration
- Excellent Communication Skills (Verbal and Written)
- Flexibility
- Organization Skills

Certifications and Recognitions

Certified Commercial Lines Customer Service Representative, IIAT

Recognized by Travelers Insurance as a Top 10 Personal Lines CSR, 2012 (#1 in DFW)