

MICHAEL FRAGISKATOS

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N2H6S5

Highlight of Qualifications

- Advanced time management skills through consistent usage of calendars, agendas, and proper scheduling
- Ability to work both independently and in a team
- Outstanding verbal and written communication and interpersonal skills
- Proficient in Microsoft Office programs, Sales Force, Lotus Notes, CICS, Guidewire
- Beginner skills in web development languages: HTML, CSS, JavaScript

Relevant Experience

Broker Inquiries Analyst

March 2019 – Present

Economical Insurance, Kitchener, Ontario

- Assisting brokers with inquiries pertaining to products and pricing
- Handling incoming broker inquiries and requests for workflow advice
- Supporting brokers as they navigate Guidewire changes by reinforcing messages and providing step-by-step guidance where appropriate
- Supporting brokers by resolving billing and payment inquiries

Personal Lines Underwriter

November 2016 – March 2019

Economical Insurance, Kitchener, Ontario

- Develop and maintaining positive broker relations to ensure retention of business
- Ensure a strategic approach in the selection and rating of personal insurance policies according to corporate guidelines
- Conducting thorough reviews of new business, policy changes, renewals and various other transactions prior to issuing

Brand Ambassador

August 2014 – January 2015

August 2018 – March 2019

Mosaic Sales Solutions, London & Kitchener, Ontario

- Achieving strong presentation and communication skills by delivering key messaging and completing product sampling for Microsoft Surface Pro (2014-15) and various beer and liquor products (2018)
- Providing detailed product information to generate sales
- Building sustainable relationships with retail sales associates in order to support one another in achieving sales targets

Commercial Underwriting Assistant

October 2014 – October 2016

Economical Insurance, Kitchener, Ontario

- Data entry, coding off-system policies, endorsements, forms, & letters for regional underwriting
- Entering, organizing, and verifying renewals and certificates into the commercial insurance systems
- Maintain communication with brokers and underwriters to ensure quality and accurate client data
- Conduct training sessions and feedback to newly trained underwriting assistants in order to strengthen performance within the department
- Process new business and policy changes for commercial programs that require special handling

Annual Giving Student Representative

September 2013 – April 2014

Laurier Alumni Department – Call Centre, Waterloo, Ontario

- Developing sales skills by connecting with Laurier alumni and parents of current students to seek financial support for the university in order to enhance the classroom learning experience
- Enriching communication skills by providing alumni and parents with updates on current Laurier events and campus developments
- Raised nearly \$3000 in donations, with an average gift rate ranked above the call centre average
- Awarded employee with “Best Attitude” at year-end staff appreciation event

President

January 2013 – December 2013

AIESEC Laurier, Waterloo, Ontario

- Provided an overall direction, vision, and mentoring to the organization, our executive body, and to our general membership
- Reported regularly on the organization’s activities to the membership, the Board of Advisors, and to AIESEC Canada
- Prepared a year-plan in conjunction with the executive for submission to the membership, the Board of Advisors, and AIESEC Canada.
- Guidance and mentorship generated 38% growth in exchange results from previous year, national status growth from Tier 4 to Tier 3, and new partnerships within the university and community
- Served as Chief Delegate for Canadian delegation at the Western Europe North America Leadership Development Seminar in The Netherlands

Vice President Exchange Operations

January 2012 – December 2012

AIESEC Laurier, Waterloo, Ontario

- Successfully recruited and sent 12 exchange participants on exchanges abroad resulting in 50% growth from previous year
- Conducted review boards for exchange participant candidates
- Delivered preparation seminars for students working abroad

Sales Associate

September 2008 – December 2011

Fido, London/Waterloo, Ontario

- Thrived in selling and activating a variety of voice and data plans
- Consistently achieved monthly sales targets and quotas
- Excelled at assisting customer inquiries and issues

Education

Full Stack Web Development
CareerFoundry

September 2019 – Present

Chartered Insurance Professional Designation
Insurance Institute of Canada

January 2015 – December 2017

Honours Global Studies
Wilfrid Laurier University
Received Bachelor of Arts Degree with Honours
Grade Point Average: 9.04/12

September 2010 – December 2013

Tourism and Travel Diploma Program
Sheridan Institute of Technology and Advanced Learning
Received Ontario College Diploma with Honours
Grade Point Average: 3.6/4

September 2006 – April 2008