

46 Granville  
Cheadle Hulme  
Cheadle  
SK8 5QL

25th September 2023

Dear Sir/Madam,

I am writing to express my interest in your Accounts Assistant position, which was advertised on cv-library.co.uk. I have worked in the insurance industry for the last 10 years, 8 of which as an account handler and 2 as an office administrator, and I am looking for a change in career. I feel that my existing experience would be beneficial to this role.

As an account handler my main responsibility was to broker policies for both new and existing business, which also included elements of underwriting policies with specific insurers. My duties included proof-reading reports and action plans to better organise specific teams, assisting reception within inbound calls from our clients, and monitoring client's profiles to ensure that their insurances and due finances are kept up to date and logged on time.

In my current role I process insurance policies for a wide range of specialist insurance products catering for commercial and healthcare businesses, as a result I have honed my communication skills and learned how to tailor my services to better accommodate the requirements of my clients. As part of my team I develop and maintain positive relationships with both clients and insurers, work with my clientele and account executives to review and deliver presentations within a set deadline, processing invoices and chasing overdue payments from our customers, as well as ensure that all documentation is issued correctly and promptly. During my time I have established myself as a reliable hardworking individual who also has excellent IT skills, including Microsoft Office 365 with an expertise in Excel.

I would love to join your company; with your great focus on wellbeing and the excellent benefits package you offer, your business sounds like a great work environment. I enjoy learning new skills, take pride in my organisation abilities, and am passionate about providing help to others. Working for you would allow me to develop myself in a career that I would thrive in and I feel like I would be a valuable asset to the company.

Thank you so much for your consultation of my resume and this cover letter. I hope to hear back from you regarding the next steps of the application.

Yours Sincerely,



Lucy Hanley

# LUCY HANLEY

## PROFESSIONAL SUMMARY

Dedicated and hard working employee with over 10 years of insurance industry experience. Demonstrates loyalty to clients and provides knowledgeable and compassionate services.

## CORE SKILLS



Excellent IT Skills



Creative Thinking



Experienced with Customer Service



Professional Communication Etiquette



Mental Health First Aid Qualified



First Aid Qualified

## EXPERIENCE

### July 2022 - Present, Account Handler for Commercial Department, Jensten Insurance Brokers Ltd

I joined Jensten to inherit a book of business from a colleague who had moved departments, which consisted of a large number of clients which varied in both size and income value. My current tasks include proof-reading correspondence and legal documents for accuracy, investigating information abnormalities to resolve the matter discreetly and swiftly, working alongside executives to meet deadlines for our larger clients, and working as a team to ensure that our level of high quality service remains consistent. I have provided professional assistance with enquiries that my clients have, by giving advice from my own knowledge or communicating with relevant parties to ensure that the response I provide is both accurate and concise. One of my main responsibilities is keeping all documentation, communication logs, and client information up to date and accurate to ensure that our records are of high quality.

During my career I have updated my skills by participating in training courses such as cyber safety, first aid, mental health first aid and fire safety. Outside of the responsibilities of my role I also volunteered my creative skills to our HR department by providing a website banner for our intranet site, and provided written content that was published on the company intranet.

### January 2021 – July 2022, Account Handler for Care Department, Arthur J Gallagher Ltd (AJG)

I was offered a promotion to Bollington's specialist Care Insurance Department specialising with policies for care related businesses. My role changed to assisting clients and team members with their renewals, identifying areas of exposure for their business, and maintaining our underwriting Excel workbook which needed to be kept up to date with interest rates and variable formulas. During my time I had established my own client portfolio and earned a working relationship with numerous underwriters across many insurance groups.

### July 2019 – December 2020, Commercial Insurance Broker, Arthur J Gallagher Ltd (AJG)

I joined AJG as a new business handler for the SME department. As part of my new role I was responsible for analysing the activities of potential new clients to make recommendations on what products best suited them, and working as a team against deadlines to achieve our income target. I also demonstrated my skills with Microsoft Excel when the policy spreadsheet the department used required the addition of new features, much needed maintenance or restructuring to make it more user friendly.

#### January 2015 – July 2019, Commercial Insurance Broker, Integro Insurance Brokers Ltd

I joined the Commercial team to be trained as an insurance broker and became a valuable member of the team. My duties involved establishing and maintaining relationships with clients, providing branded reports for our account executives (which used Microsoft Excel, Word, Publisher and Powerpoint), and assisting the team leader with monthly analysis to help form action plans for the future. These involved aged debt reports, renewal reports, performance summaries, and creating a new system via mail merge to reduce a task which normally took 2 days to 2 hours.

#### April 2013 – January 2015 – Corporate Administrator, Integro Insurance Brokers Ltd

Working for a large team of brokers within the corporate department my role focused on providing support to the account handlers and executives. Tasks included generating reports for analysis and development, providing IT support for Microsoft Office and our own IT systems, and working alongside account handlers in a professional manner. I also provided training for new employees for our own IT systems, including SSP, ElectRa and Acturis.

As part of my duties I was responsible for creating documentation templates and proposal forms in accordance to the manager's specifications whilst ensuring that the designs corresponded with existing documentation and the branding of the company. This involved using Microsoft Office, mostly Word, Publisher and Excel. I also was required to assist with publishing relevant and important insurance related news by maintaining and updating our company's intranet which utilised Microsoft Sharepoint.

### **OTHER EXPERIENCE**

#### 2010-2012 – Student Ambassador – Manchester Metropolitan University

Voluntary work helping lecturers hold sessions with school children educating them on university life. Involved participating and conducting classes, organising work areas, helping to teach school children, and providing assistance with using Photoshop and Sony Vegas to university lecturers.

### **GENERAL SKILLS**

I am a dependable and hard-working individual, with excellent organisation skills and a broad range of experience in various insurance markets. I am enthusiastic and keen to learn new skills.

In my current and past roles I have developed superb communication skills and technical knowledge as well as lasting relationships with clients and insurers. I am also reliable and have experience training others. I am able to perform well in any work environment, be it in a team or on my own.

### **EDUCATION**

#### **2:1 Bsc (Hons) Media Technology – Manchester Metropolitan University**

AQA Film Studies B, AQA Media Studies B, WJEC Computing C. A Levels – **Marple Sixth Form College**

### **INTERESTS**

I bake as a hobby, and have a passion for participating in escape rooms. Every week I partake in a Dungeons & Dragons campaign, both as a player and a game master, and have often provided custom artwork for the group. I also enjoy a wide variety of creative projects such as digital art, wood burning, and crocheting, and have an interest in collecting Lego sets. I am an avid axe-throwing fan, with my own dedicated bearded axe which I had commissioned and have personally engraved myself.

References available upon request.