

Sharon Rooney

Trainee insurance broker

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Personal profile

A degree educated candidate with lots of commonsense & a hard working confident attitude. Ready to start immediately & familiar with all aspects of the insurance business including quotations and underwriting, mid term adjustments, renewals and claims. A proven ability to identify the customer needs, match their insurance requirements whilst adhering to underwriting guidelines

Bright, articulate and numerate with excellent communication skills, presently looking for a career as a trainee broker within the insurance industry.

Academic qualifications

BA (Hons) Business Economics 2:1

A' Levels: Maths (C) English (A) Physics (A)

Areas of expertise

Telephone sales	Claims handling
Financial services	Commercial insurance
New Business Generation	Account management

Work experience

TRAINEE ASSISTANT MANAGER

Turners Insurance Services May 2010 - Present

Working for an expanding insurance company.

Responsible for generating new leads through cold calling to build up a database of prospects, which is used to generate new business.

Duties:

- Communicating directly with clients and insurance companies.
- Handling queries from both external customers and internal calls.
- Involved in complex sales which include client visits and contacting underwriters.
- Assessing a clients needs then matching their insurance requirements.
- Dealing promptly with incoming telephone calls, post and e-mail enquiries.
- Business development and building lasting business relationships with clients.
- Maintaining a client's portfolio including claims and enquiries and renewals.
- Assisting in renewal terms, rebooking exercises, client registers & other necessary documentation.

EXPERIENCE & KEY COMPETENCIES

Sales skills

- A proven track record of successful closing sales after offering a competitive and comprehensive insurance product.
- Experience of both commercial and personal insurance broking.
- Able to adhere to the underwriting guidelines.
- Ability to develop close working relationships with internal and external contacts.
- Familiar with using computer quotation, administration and database systems.
- A comprehensive understanding of the insurance market.
- Fully aware of industry rules and regulations.
- Excellent business development skills, able to cold call prospects, develop relationships and give relevant insurance advice.
- Experience of investigating, negotiating and settling claims.
- Communication with policyholders, solicitors and others by telephone and in writing.
- Familiar with contacting loss adjusters, solicitors, policyholders & other third parties.

Personal attributes

- Have confident and effective telephone skills.
- Excellent organisation skills.
- Knowledge of databases, Microsoft Word and Excel.
- Enthusiastic, motivated and willing to learn.
- Flexible with working hours.
- Can build a solid rapport a variety of stakeholders.
- Attention to detail and an ability to accurately record information.

References

Available on request.

Personal

Driving license:	Yes
Nationality:	British
Languages:	Portuguese

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