

Kevin Tracey, B.Sc.
435 Johnson Avenue • Cincinnati • OH 45201
(513) 555-1212 • kspacey@email.com

Senior Underwriter ❖ Property Insurance Sales ❖ Supervisor

Property Insurance professional with more than 10 years of personal lines underwriting experience. Results-oriented individual with a unique combination of analytical decision making and ability to develop rapport with various types of people. Supervisory experience, having managed the activities of 18 individuals in an underwriting department over a 2 year period. Able to plan and prioritize work tasks effectively and maintain an organized environment under pressure. Excellent communication skills with an ability to deliver effective presentations that educate individuals on insurance concepts and procedures. Proficient and fully functional in Word and Excel.

CORE COMPETENCIES

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|-------------------------|----------------------------|---------------------------------|
| • Property Insurance | • Customer Service | • New Business Prospecting |
| • Underwriting | • Risk Management | • Client Consultation |
| • Personnel Supervision | • Training & Presentations | • Insurance Information Systems |

DEMONSTRATED ACCOMPLISHMENTS

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- Improved turnaround time significantly by collaborating with another member of the Underwriting team on a portfolio transfer (Cincinnati Insurance Group).
 - Reduced the backlog of over 6000 motor vehicle reports as Policy Services Supervisor by organizing team members and assigning appropriate tasks to be completed during regular or overtime hours as required (Centennial Insurance Corporation).
 - Created and maintained a mini call center for significant brokers within the Policy Services unit (Centennial Insurance Corporation).
 - Prepared a detailed and standardized procedures manual for each required function of the Policy Services department (Centennial Insurance Corporation).

CAREER PROGRESSION

Senior Underwriter *2007 to Present*
Cincinnati Insurance Group, Cincinnati, OH

- Provide consistent and high quality underwriting decisions that support financial targets for the organization.
- Develop and ensure positive on-going relationships with broker representatives.
- Collaborate with management and other departments to define and implement effective strategies for broker development.
- Ensure that underwriting practices and procedures comply with regulatory standards.

Insurance Broker *2006 to 2007*
Bradley Insurance Brokers, Cincinnati, OH

- Prepared new business quotes from both inbound and outbound calls for this personal lines group insurance broker.
- Ordered Motor Vehicle Reports, Autoplus, Hits reports and prepared applications for clients to sign and return for coverage.
- Reviewed new business applications from clients for errors or omissions.
- Responded to incoming customer service calls from clients.
- Completed new business reports for review by management.

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CAREER PROGRESSION (cont'd)

Underwriter / Insurance Broker

2003 to 2006

Royal Insurance Brokers, Cincinnati, OH

- Underwrote all new business personal lines insurance policies prior to them being sent to the insurance companies.
- Reviewed claims lists for the insurance providers and updated new business spreadsheet on a daily basis.
- Completed quarterly new business reports for the brokerage and the insurance providers.
- Regarded as the underwriting knowledge resource for producers and customer service representatives within the brokerage for the placement of new business risks (both personal lines and commercial policies).
- Provided quotes on both automobile and property insurance policies (personal and commercial lines) and closed new business.
- Processed service requests for personal lines policies (ie. endorsements, cancellations, payments, re-instatements, claims).

Supervisor, Policy Services

2001 to 2003

Centennial Insurance Corporation, Cincinnati, OH

- Monitored and supervised the activities of a team of 18 individuals.
- Distributed, organized and recoded daily workflow for the members of the Policy Services department.
- Ensured that daily workflow was processed on a timely basis.
- Reported on daily volumes of incoming policies.
- Set training schedules for new members of the department.
- Performed ongoing performance audits of staff.
- Reviewed and completed large loss reports and responded to inquiries from brokers, underwriters, supervisors and managers.

Senior Underwriter

1996 to 2001

Robinson's Insurance Company, Cincinnati, OH

- Managed automobile and personal property insurance policies that included developing and maintaining broker relationships and providing support on insurance issues for broker representatives.
- Developed and analyzed system reports and reported discrepancies to management.
- Mentored junior team members.

Underwriter

1994 to 1996

Insurance Direct, Cincinnati, OH

EDUCATION

Bachelor of Science, Specialization in Actuarial Mathematics

1993

Ohio State University, Cincinnati, OH

“The significant problems we have cannot be solved at the same level of thinking with which we created them.”

- Albert Einstein (1879 - 1955)