

ISABELLA CLARK

Personal Lines Account Manager

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles

🌐 www.qwikresume.com



PROFESSIONAL SUMMARY

Accomplished Personal Lines Account Manager with over 7 years of experience in developing strong client relationships and delivering tailored insurance solutions. Proven expertise in policy management, claims processing, and customer service excellence, focused on enhancing client satisfaction and retention. Committed to leveraging industry knowledge to drive business growth and foster a positive client experience.

WORK EXPERIENCE

Personal Lines Account Manager

📅 Feb / 2020-Ongoing

Seaside Innovations

📍 Santa Monica, CA

1. Managed a diverse book of business, ensuring accurate maintenance of client files both digitally and physically.
2. Tracked account updates, addressing billing and policy changes including cancellations and denials.
3. Balanced tasks across claims processing, payment handling, and customer needs to enhance operational efficiency.
4. Trained staff on personal lines coverage and utilized company platforms for automation and quoting.
5. Oversaw daily office operations, integrating administration tasks with sales and account management.
6. Developed a reputation for integrity while delivering exceptional customer service, contributing to business growth.
7. Utilized industry knowledge to innovate efficient processes for routine tasks and client communication.

Personal Lines Account Manager

📅 Feb / 2018-Feb / 2020

Crescent Moon Design

📍 Portland, OR

1. Coordinated with Sales Executives to prepare and submit applications to appropriate carriers, ensuring timely follow-up on quotations.
2. Managed commercial accounts, verifying the accuracy of binders, certificates, and policies before dissemination.
3. Provided coverage counseling for personal lines products including auto and home insurance, ensuring clients understood their policies.
4. Assisted clients with policy changes, processing requests efficiently and maintaining accurate documentation in Applied software.
5. Followed up on renewals and cancellations, liaising with carriers to manage endorsements and payments.
6. Obtained quotations from underwriters, ensuring compliance with procedural deadlines for timely client responses.

EDUCATION

Bachelor of Science in Business Administration

📅 Feb / 2016-Feb / 2018

University of Michigan

📍 Portland, OR

Focused on finance and risk management principles applicable to the insurance industry.

SKILLS

Effective Communication Skills

Client Relationship Management

Policy Analysis

Sales Techniques

ACHIEVEMENTS

- ★ Increased client retention rate by 20% through superior service and follow-up.
- ★ Successfully trained and onboarded 10 new team members in personal lines insurance.
- ★ Streamlined policy processing, reducing turnaround time by 30%.