

# Brenda Gomez

## Insurance Account Manager

Dedicated insurance account manager with five years of experience in risk assessment and policy renewals. Skilled in building client trust through clear communication and proactive coverage reviews. Proven record of increasing retention rates and cross-selling complementary insurance products.

### KEY SKILLS

- Policy renewal management
- Risk assessment
- Client retention strategies
- Cross-selling
- Claims coordination

### EDUCATION

Bachelor of Science in Finance |  
University of Illinois , Urbana-  
Champaign, IL  
May 2016

### PROFESSIONAL EXPERIENCE

#### Insurance Account Manager

SafeGuard Insurance , Chicago, IL | March 2019 – Present

- Manage a portfolio of 120 commercial and personal insurance accounts, achieving a 98% renewal rate
- Conduct quarterly coverage reviews, identifying gaps and upselling an average of \$200K in additional premiums annually
- Collaborate with underwriters to secure favorable terms for high-risk clients

#### Insurance Sales Representative

Midwest Mutual , Chicago, IL | June 2016 – February 2019

- Generated a 25% increase in new business by developing targeted outreach campaigns
- Processed policy applications and claims, maintaining 100% accuracy in documentation
- Trained and mentored three junior reps, improving team productivity by 15%

### CERTIFICATIONS

- Chartered Property Casualty Underwriter (CPCU) , The Institutes, May 2018