

## **Gayle Miller**

Crozet, VA

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### **Objective**

Insurance professional with 10 years plus experience in underwriting, service and sales. Industries include Health, Life, Property and Casualty in the personal lines and commercial lines segments.

### **Ability Summary**

- Executive team leader
- Client/vendor relations
- Detail oriented
- Strong verbal and written communication skills

### **Experience**

**Personal Lines Manager/Producer** Specialized Insurance Services, Charlottesville, Virginia 01/2020 – 11/2021

- Educated team members on customer service-oriented skills
- Provided personal lines employees with prospecting techniques and product education
- Developed client relationships that led to sales for client's friends and extended family
- Expanded realtor relationships for referrals
- Identified customer's needs and sold the appropriate products using various insurance companies such as Erie, Progressive, Travelers, and National General
- Received excellent reviews from clients

**Commercial Account Manager** Specialized Insurance Services, Charlottesville, Virginia 04/2017 – 12/2019

- Assisted small business owners with policy changes
- Upsold and cross-sold coverage with better pricing for Worker's Compensation, Commercial Auto, Property and Liability Insurance as well as Umbrella Coverage
- Analyzed Worker's Compensation audits, added needed endorsements and solved complicated billing issues for clients
- Provide detailed certificate of insurance documents in an expedient manner

**Administrative Assistant – Accounting** University of Virginia Bookstore, Charlottesville, Virginia 01/2015 – 04/2017

- Reconciled incoming and outgoing funds for four university bookstores
- Entered invoice information into the computer system related to the textbook department
- Compared purchase orders with invoices and packing list as well as the physical products received
- Researched discrepancies and contacted book vendors for credits
- Entered book pricing in the computer system to match correct charges for textbooks
- Accurately calculated retail prices for used textbooks in order to meet correct margins

**Account Executive** Blue Cross Blue Shield of the National Capital Area, Washington, DC 03/1989 – 06/1995

- Managed a \$24M book of business for companies with 2 to 200 employees
- Consistently retained 93% to 95% of the book of business
- Sold dental and vision products in addition to Preferred Provider Plans, and Managed Care coverage
- Presented employee benefit seminars for up to 200 attendees
- Reviewed renewal benefit information as well as price changes at annual renewals

### **Occupational Licenses, Certificates and Training & Education History**

- **Health, Life & Annuities, Property & Casualty:** The Commonwealth of Virginia 05/2017
- **Business Administration Bachelor's Degree:** East Carolina University, Greenville, North Carolina