

Nichole Dorsey

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Summary of Qualifications

Hard working, self-motivated professional with 10 years experience in the insurance industry. Quick learner, with great organization and presentation skills especially interpersonal and telephone demeanor. Extensive knowledge of Commercial and Personal lines insurance including marketing and underwriting of new and renewal business quoting and complete sales process. Strong commitment to customer service with 15 years of experience.

Proficient computer skills including Adobe, Outlook Express, Excel, Word, Windows XP, and Vista

Business Experience

Lakeside Insurance Center, LLC

Arvada, CO

Commercial Account Manager (October 2011- July 2013)

- Directly responsible for all renewal re-writes and new business including re-marketing and servicing of each account and new business development. I have built a strong contact base with many standard, and surplus lines markets.
- Volunteered to manage, create and organize all office documents and information including all insurance companies information websites, contacts, and log on for all employees and agents.
- Service work consisted of audit requests, policy cancellations, certificates that required reviewing contract requirements, filing claims, processing premium payments, process policy changes. Resolved questions on audits, billing accounts, coverage's, and claims.
- Assist producers with quotes and issue of policy. Prepared and marketed new, re-writes and renewal business to appropriate carriers. Provided quotes and prepared proposals while providing an exceptional level of customer service to their client's.

Mountain Insurance Brokers

Wheat Ridge, CO

Commercial Account Manager (March 2005- June 2010)

- Managed \$6 million book of business including small to mid-sized business accounts consisting of contractors, retail/service, and restaurant. Placed all lines of commercial coverages including property, business auto, general liability, workers compensation, builders risk and bonds. Policy premiums from \$500 to \$100,000.
- Directly responsible for all renewals including re-marketing and servicing of each account and new business development. I have built a strong contact base with many standard, and surplus lines markets.
- Service work consisted of audit requests, policy cancellations and reinstatements, certificates that required reviewing contract requirements, filing claims, processing premium payments, process policy changes. Resolved questions on audits, billing accounts, coverage's, and claims.

- Assist 15 outside producers with service and training. Prepared and marketed new and renewal business to various carriers. Provided quotes and prepared proposals while providing an exceptional level of customer service to their client's.

FedEx Freight **Denver, Co**
Dock Associate/OS&D Clerk (Dec 2004- April 2005)

- Moved freight, certified operation of fork lift and hazard material loading.
- OS&D/ Researched, located and handled all short freight, damaged, lost, overages, partial shorts, re-consignments, stop shipment, unidentified, and wrong address.

Dick Buchanan Agency Farmers Ins. **Lakewood, CO**
Customer Service Representative (Aug 2004- Mar 2005)

- Quoted, sold and serviced auto, home and life insurance.
- Processed insureds premium payments, policy changes, cancellations, reinstatements, certificates and filed claims.

Farmers Insurance District Office **Littleton, CO**
Administrative Manager (Dec 2002- Aug 2004)

- Worked closely with District Manager assisting with completing many different tasks. District office managed 25-30 agents. I was responsible for tracking and filing annual sales commissions, and targets.
- Preparation of new captive insurance agents hiring packets. Prepared completed hiring packets and submitted to carrier and State Series 6&7 License.
- Trained new agents how to complete insurance applications, quoting in the system, organization skills, change requests, processing money and submitting new business, and assisted agents with advertising of their new business.
- Everyday insurance office duties included CSR work for Brokers of Record insureds, new agents' insureds and dissatisfied insureds calling on our agents, or agents on vacation. Assisted agents with preparing life applications and resolving any issue requirements between the life company underwriters and agents.
- Assist with agency meetings, with regards to company updates, industry changes, or production campaigns. Meeting also consisted of training and education for agents and their customer service representatives. Responsible for advertising for district production campaigns. Tracked life sales and promotions.

Farmers Insurance Dave Jones Agency **Littleton, CO**
Customer Service Representative (Jan 2002- Aug 2003)

- Quoted, and serviced auto and home insurance.
- Processed insureds premium payments, mail, certificates, policy changes, cancellations, reinstatements. Entered client information in client database system. Mailed out clients birthday cards.

Stein Mart **Littleton, CO**
Assistant Receiving Manager (Mar 2001- Dec 2001)

- Assisted in opening of new store. Control of checking and logging in all brand new inventory for the entire store.
- Daily tasks included; open and close store procedures, creating price tags, data entry of inventory, correcting inventory counts, distribution of daily sales and emails to Store Managers, entered and filed doc ship paper work, created weekly tasks for employees. All other warehouse procedures as necessary.

Education

Arapahoe Community College Littleton, CO 1998-2002

Diploma East High School Cheyenne, WY 1997

Continuing education, Certified Insured Commercial Property, Ethics, and P&C.