

LAUREN A. BARNES

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PROFILE SUMMARY

I am a dedicated and highly motivated professional with over a decade of experience in the insurance industry. My work ethic is exemplary, and I am recognized for my ability to swiftly comprehend novel concepts and deliver effective solutions to a wide spectrum of challenges in various domains. My goal is to build a lasting career with an innovative organization that provides avenues for personal and professional development while appreciating and rewarding outstanding achievements.

WORK EXPERIENCE

Senior Lines Account Manager

November 2023 – Current

Foundation Risk Partners dba Acentria Insurance, Inc. – Port St Lucie, FL

- Gather updated information for the annual marketing of renewals & new business.
- Submitting client information to Carriers/Brokers via online rating or email for obtaining and evaluating insurance quotations.
- Prepared formal insurance proposals and applications for presentation and signatures.
- Established positive working relationships with customers for account retention. Review, Analyze & Handle clients requests for information, endorsements, forms, and rates for accuracy, recommending changes or amendments.
- Check Policies for accuracy, process endorsements, reinstatements, cancellations and recommendations & Invoicing.
- Provide account status to insureds and actively followed up on suspense items in the system.
- Worked extensively with Microsoft Office Word, Excel, Outlook, Sagitta, and ImageRight
- Interacted with Producers, Insureds, Brokers, Underwriters, Account Managers and Management

Human Resources Director

February 2020 – November 2023

Prestige International Insurance Group, Inc. – Tamarac, FL

- Human Resources Director for the state's largest trucking insurance agency.
- Supervision of daily workflow for both the sales and service departments, leading a team of 70+ employees.
- Management of talent acquisition process, including recruitment, interviewing, and hiring of qualified job applicants.
- Collaboration with departmental managers to define required skills and competencies for job openings.
- Handling all onboarding and offboarding documentation for employees.
- Development of learning and development training programs and manuals, facilitating internal growth opportunities.
- Maintenance of complex spreadsheets, including monthly agency and producer premium and commission tracking.
- Comprehensive oversight of benefits administration, encompassing the annual renewal of health insurance plans, the meticulous management of health insurance benefits, and the precise calculation of deductions for all team members.
- Management of licensing for all producers.
- Oversight of carrier/MGA underwriting guidelines.
- Direct collaboration with the Managing Director to develop marketing strategies.
- Utilization of CRM software for strategic purposes.
- Maintenance of scheduling and daily calendars for the Owner and Managing Director.
- Execution of routine and additional tasks as required.

WORK EXPERIENCE CONT.

Account Manager – Marine Division

July 2019 – February 2020

Brown & Brown Fort Lauderdale – Fort Lauderdale, FL

- Specialized in marine accounts, including mega yachts, sport fishing boats, center consoles, charter boats, and other marine-related risks.
- Managed marketing efforts for both new business and renewals, ensuring client satisfaction and retention.
- Proficiently handled the preparation and processing of new/renewal business, demonstrating strong attention to detail.
- Took charge of binding, checking, and processing policies, endorsements, survey recommendations, cancellations, reinstatements, and claims across all policies.
- Maintained constant and proactive communication with all relevant parties involved in the processing and maintenance of all accounts.

Claims Manager

January 2017 – July 2017

Atlas Special Risks, Inc. – Fort Lauderdale, FL

- Developed and enhanced existing claim procedures to optimize productivity and streamline workflow, ensuring maximum efficiency.
- Implemented strategies for quick resolution and appropriate outcomes for policyholder claims.
- Provided leadership by training and supervising both new and existing employees in the department.
- Collaborated with the Vice President of the company, reporting directly to them.
- Overseeing marine accounts, which included mega yachts, sport fishing boats, center consoles, charter boats, and other marine-related risks.
- Managed the end-to-end claims process, from initial intake to resolution.
- Efficiently handled calls from insurance agents, policyholders, and claimants to gather and compile essential information for claim files.
- Conducted thorough research on loss notices, verifying data to ensure the accuracy of claim files.
- Reported claims to policy carriers and third-party adjusting companies.
- Reviewed all claim-related documentation, including survey reports and legal documents.
- Maintained up-to-date claim status and payment information from inception through resolution.
- Provided timely and clear communication to agents, insureds, adjusters, surveyors, and attorneys involved in each claim.
- Processed and issued all claim payments to insureds, vendors, and third parties.
- Assisted in the evaluation of liability and damages, making recommendations for resolution based on thorough analysis.

Account Manager

May 2015 – January 2017

Smith-Merritt Insurance – Pompano Beach

- Managed marine accounts, including mega yachts, sport fishing boats, center consoles, charter boats, and other marine-related risks.
- Conducted new business sales, marketing for both new business and renewals, ensuring client satisfaction and retention.
- Took charge of preparing and processing new/renewal business, showcasing attention to detail.
- Handled binding, checking, and processing of policies, endorsements, survey recommendations, cancellations, reinstatements, and claims across all policies.
- Maintained constant and proactive communication with all relevant parties involved in the processing and maintenance of all accounts, ensuring a smooth workflow.

WORK EXPERIENCE CONT.

Junior Account Manager/Technical Assistant

October 2011 – May 2015

Mack, Mack and Waltz Insurance Group, Inc. – Deerfield Beach, FL

- Managed large commercial condominium and homeowner association accounts.
- Prepared renewal files and efficiently processed renewal business, ensuring timely and accurate execution.
- Conducted light quoting, binding, checking, and processing of policies, endorsements, inspection recommendations, cancellations, reinstatements, certificates of insurance, and audits across all policies.
- Maintained constant and proactive communication with all relevant parties involved in the processing and maintenance of all accounts, contributing to a seamless workflow.

SKILLS

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|-----------------------|--------------------|
| • Communication | • Recruitment |
| • Organization | • Benefits |
| • Detail-Oriented | • Confidentiality |
| • Time Management | • Problem-Solving |
| • Multitasking | • Customer Service |
| • Conflict Resolution | • Adaptability |

CERTIFICATIONS

Florida 2-20

General Lines Agent License

Florida 6-20

All Lines Adjuster License

REFERENCES

Stephanie Ruiz

Executive Assistant to CEO
MahiGaming, LLC
(954) 415-2343

Christina Downs

CEO
Prestige International Insurance Group
(754) 246-1746

*Additional references available upon request