

Julia Blankenship

Katie School of Insurance student at Illinois State University

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Major: Insurance || **Minor:** Spanish || **Cumulative GPA:** 3.39

PROFESSIONAL EXPERIENCE

State Farm Insurance

Multi-Line Representative – Spring 2017

- Licensed in Illinois to produce Property & Casualty and Life & Health business
- Resolved customer issues in both personal and commercial lines by delivering excellent customer service
- Prospected commercial and personal lines
- Acquired new clients through methods such as: cold calling, developing relationships, and pivoting
- Learned and became proficient in the systems ABS, Necho, Skype for Business and Cisco
- Developed relationships with relators in the Huntley and Algonquin area by attending open houses and networking events
- Quoted Life, Fire, Auto, and Bank applications in a time-sensitive atmosphere
- Trained new employees on systems and prospecting techniques
- Helped previous and existing clients identify coverage gaps and offered solutions to provide adequate coverage

Atlas Financial Holdings

Underwriting Intern - summer 2016

- Studied the underwriting process in the commercial auto industry.
- Learned how to bind and issue policies
- Helped underwriters rate new and renewal accounts by analyzing loss data and driver records
- Became familiar with ISO Oden regulations, PIP statutes, Accord forms, and underwriting guidelines
- Collaborated on group projects to help Atlas attract talent and presented recommendations to the CEO
- Rotated between different departments such as product development, marketing, and underwriting

Commercial Insurance Services

Network services Intern -summer 2015

- Assisted in the Network Services Department and managed HVAC insurance claims
- Negotiated rates and times with contractors to work within price caps and accommodate for time sensitive claims
- Worked directly with insureds and insurance companies to close claims in a prompt manner
- Trained and became efficient in the computer software Virtual Claims Adjuster

ADT Security Services

Customer Service Intern - summer 2014

- Established new sales leads from cold calls and set the record number of sales appointments made in one day
- Solicited feedback from clients and resolved customer complaints
- Prepared new ideas for customer retention and created new skits for a more personalized cold calling experience

EXTRACURRICULAR ACTIVITIES AND LEADERSHIP EXPERIENCE

Pi Sigma Epsilon National Business Fraternity

- Elected Vice President of Sponsorship and raised \$1,000 for the Make-A-Wish Foundation
- Served as the prospective member trainer for twenty four new members
- Implemented a new mentor program while training prospective members for nine weeks
- Attended the national convention in spring of 2014 and participated in the Pro Am Sell-A-Thon

Gamma Phi Beta National Women's Fraternity

- Hosted and participated in philanthropy events for our national philanthropy Girls on the Run
- Implemented ideas for recruitment and techniques to increase chapter involvement

Gamma Iota Sigma National Insurance Fraternity

- Attended networking events with industry professionals to strengthen my knowledge of insurance
- Networked with peers within the Katie School of Insurance to share ideas and news about the insurance industry

ACCOMPLISHMENTS AND SKILLS

- Completed two Chartered Property Casualty Underwriter designations, CPCU 551 and CPCU 552
- Proficient in Microsoft Office applications as well as Access, MaxVault, and True Premium
- Enjoy being an integral part of a team and adapting to face-paced environments
- Received Dean's List in 2013 and became part of the National Society of Collegiate Scholars