Desiree Emmanuel, MBA

144 S Harrison St. East Orange, NJ 07018

desireefayeemmanuel@icloud.com
862-215-9097

Experienced Insurance and Financial Services professional with a strong track record in developing and implementing effective sales systems for growth and retention, assessing and identifying client's needs, providing clients with solutions to manage their risk, and team management.

PROFESSIONAL EXPERIENCE

Marsh, New York, NY
Insurance Specialist- FINPRO, February 2018 – Present
Responsibilities:

- Conduct policy reviews to ensure that policy language is consistent with the negotiated terms.
- Complete Benchmarking reports for FINPRO products to help the inform clients of current market conditions.
- Reach out to underwriters to collect renewal submission materials and provide them to the client in a consolidated form.
- Assist brokers with updated Renewal Strategy documents before client meetings.
- Present innovative ideas to upper management to simplify the renewal process.
- Navigate company programs such as MART, MDocs, RMB, and CSI.
- Attend multiple leadership and developmental trainings, such as peer reviews and MMC Toastmasters.

State Farm Agency, Newark, NJ
Office Manager/Broker, 2015 – February 2018
Responsibilities:

- Identified and analyzed the needs of clients and presented solutions after conducting risk assessments.
- Independently studied the company's business processes to develop retention and sales strategies, by analyzing sales trends.
- Reviewed and explained coverage for personal lines and commercial lines products such as but not limited to D&O, E&O, General Liability, and Umbrella policies.
- Presented Financial Planning seminars to community members and State Farm's upper management.
- Conducted weekly meetings to track sales goals and develop strategies to reach annual goals.
- Interviewed, selected, and trained new employees through an onboarding process that I created.
- Orchestrated end of year employee reviews and provided feedback and developmental opportunities for employees to deepen their skillset.

Broker, 2013-2014
Responsibilities:

- Filtered existing book of business for multi-line opportunities.
- Demonstrated leadership in the office through consistently being the top producer increasing Commercial Lines production by 20% and Life Insurance Premium by 25%
- Sold State Farm, Specialty Lines, and Assigned Risk Insurance and Financial Products based upon client's needs.
- Conducted budget analysis for clients and assisted with Financial Planning presentations with the agent.

Customer Service Associate, 2011-2012
Responsibilities:

- Handled administrative work such as filing and scanning.
- Received client's payment and apply them to specified accounts.
- Managed daily incoming and outgoing mail.

EDUCATION

Western Governors University
Master of Business Administration - August 2017

Rutgers University
Bachelor of Arts in Mathematics- May 2014

PROFESSIONAL LICENSES

Property, Casualty, Variable and Life Broker License (NY & NJ)
Series 6 & 63 License