

# KRIS MARINO

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Metairie, LA

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## SUMMARY

Professional, self-motivated, team player who is detail oriented. Driven by producing quality work in a timely manner to meet goals and objectives.

## PROFESSIONAL EXPERIENCE

BXS INSURANCE, Baton Rouge, LA

4/2018 – Present

### **Commercial Lines Account Manager II – (4/2018 – Present)**

- Assists Account Executives in providing exceptional service to clients by completing assigned tasks in a timely and accurate manner.
- Provide exceptional Customer Service to internal and external customers.
- Verifies new and renewal policies for accuracy in rating, coverages and other relevant information.
- Issues certificates and maintains certificate holders as requested and approved by Account Executives.
- Maintains accurate and up-to-date data in EPIC system according to agency workflows.
- Interacts with others effectively and professionally to achieve the business goals of the agency.
- Prepares summaries of insurance, schedules and proposals as needed for account review.
- Schedule and coordinate meetings, appointments and travel arrangements for President, Emeritus.
- Prepare agendas for meetings.
- General clerical duties including photocopying, fax and mailing.
- Prepare and modify documents including correspondence, reports, drafts, memos and emails.

TRAVELERS INDEMNITY CO, Metairie, LA

9/2001 – 11/10/2017

### **Construction, Sr. Technical Account Manager (STAM) - (4/2012 – 11/10/2017)**

- Trained, mentored, and coached Account Managers, across Business Units, on the workflow and procedures of the Account Manager role in order to meet goals and objectives of the job.
- Participated in various projects to enhance the development, workflow, process, and procedures of the Account Manager role.
- Facilitated monthly meetings for the Southern Region Account Managers to inform them of upcoming system and procedural changes. As a facilitator, I prepared the agendas, researched items/topics and prepared required documents for the meeting.
- Resource contact for the Management team, Account Executives, and Account Managers in the Southern region and countrywide.
- Clerical/office experience including file management.
- Copied and scanned on a Multi-Functioning Device.
- Analyzed and evaluated Construction Insurance applications.
- Communicated with internal and external customers to obtain relevant account information in order to rate, quote, and issue Property & Casualty policies.
- Provided exceptional Customer Service to internal and external customers.
- Assisted the Construction Southern Region territory, consisting of the states of LA, MS, GA, FL, TX, & AL in achieving new business and renewal goals.
- Consistently exceeded metric guidelines of 90.1% for Timeliness (100.0%) and Quality (98.2%).
- Handled incoming and outgoing mail, including UPS/Fed Ex shipments.

**Construction, Sr. Account Manager - (9/2001 – 4/2012)**

- Analyzed and evaluated Construction Insurance applications.
- Communicated with internal and external customers to obtain relevant account information in order to rate, quote, and issue Property & Casualty policies.
- Provided exceptional Customer Service to internal and external customers.
- Assisted the Construction Southern Region territory in achieving new business and renewal goals.
- As part of the Product and Platform Consolidation, provided assistance in training the Public Sector Account Managers as they transitioned to Travelers systems.

**TECHNICAL EXPERIENCE**

Proficient in Microsoft Word, Outlook, & Excel. Knowledge of Microsoft PowerPoint. 10 key calculator.

**LICENSE**

P & C license

**EDUCATION**

DELGADO COMMUNITY COLLEGE, Workforce Development, New Orleans, LA

4/2018 – 6/2018

- Louisiana Insurance Academy, Certificate