

ANNETTE L. BRAND
713-240-5597

Education: Completed 1 1/2 years @ Ohio State University

Major: Elementary Education

Licensed General Lines Agent

Experience: 20+ years experience with Standard and Non-standard agencies Personal and commercial lines, sales, marketing and service

Employment History:

2000- 2012:

Independent Insurance agencies Commercial Lines Office Manager

Duties include commercial lines production and development, staff training and supervision.

Streamline all office procedures, including accounting, document retention, and sales & services follow-up, worked towards making the office paperless.

Independent agency, & (Farmers Agency)

Commercial and Personal lines account manager, including sales, service, underwriting and claims management. Had successfully implemented procedures for reducing claims ratio. Within 2 years

Farmers agency went from +200 loss ratio to being profitable. Introduced batch-filing system and increased commercial production. Developed my own book of business including both commercial & personal lines.

1994 — 2000 Farmers Insurance, Agency

Agency management, customer service with heavy emphasis on Commercial lines, standard and non-standard. Responsible for underwriting, accounts receivable, accounts payable, and claims management, also acted as producer acquiring new business for agency.

1992-1994 Independent Insurance Agency

Agency manager, customer service, accounts receivable and accounts payable. Focus on non-standard insurance, personal and commercial lines. Developed new location for this agency, realizing a profit within first year of operation.

Special Interests:

Sailing, gardening, Marketing Office Canyon Lake Parrot Head Club, Hearts & Hammers Project volunteer, Elves N More volunteer.