

Elizabeth S. Scheller

Morehead City, NC ☎ (252) 725-4985 ☎ elizabethss@live.com ☎ www.linkedin.com/in/elizabeth-scheller

SUMMARY

Property/Casualty Insurance Agent with 30+ years of experience supporting sales professionals and initiating new business and cross sale opportunities. Established reputation as trusted insurance advisor offering analytical coverage analysis and risk management skills with a specialty in ocean marine and commercial marine insurance products.

- Proficient in coverage needs analysis, policy form analysis, risk marketing and sales presentations.
- Provides reliable, responsive, empathetic and competent service to internal and external clients.
- Sets priorities and meets deadlines.
- Stays up-to-date on industry trends/coverage issues through independent study and research, and continuing education.
- Skilled in Microsoft Office Products.

AREAS OF EXPERTISE:

New and Renewal Marketing
Client & Company Relations
Account Management

Project Management
Risk Management
Claim Service

CAREER EXPERIENCE

BB&T Insurance Services, Inc. – Morehead City, NC

Commercial/Marine Account Manager – Property & Casualty **2006 – September 30, 2017**

Establish and nurture relations with internal and external clients and referral sources. Provide continued service and advice to customers, establishing self as trusted advisor. Complete annual reviews on each account. Actively service marine vessel claims.

- Maximize repeat sales to existing insurance clients by actively managing and servicing accounts, thereby exceeding retention goals which resulted in receiving performance-based bonuses
- Actively seek new business opportunities through client referrals, community networking, and public record search
- Generate cross-referral opportunities to colleagues in their field of expertise

BB&T Insurance Services, Inc. – Morehead City, NC

Customer Service Agent – Property & Casualty **1983-2006**

Serviced existing client insurance needs, including seeking cross sell opportunities on the account. Began career with company in Personal Lines department before transferring to the Commercial/Marine department in 1987.

EDUCATION

University of North Carolina Wilmington, Cameron School of Business

Bachelor of Science, Business Administration (Graduation: December 2017)

Carteret Community College – Morehead City, NC

Associate of Arts – General College Transfer

CERTIFICATIONS & LICENSURES

- Licensed NC Property & Casualty Insurance Agent
- Licensed Non-resident Property & Casualty Agent in Georgia, South Carolina and Virginia.
- Certified Professional Insurance Woman (CPIW)
- Certified Insurance Service Representative (CISR)
- Certifications in Progress: Accredited Advisor in Insurance (AAI), Certified Marine Insurance Professional (CMIP)

ASSOCIATIONS & COMMUNITY INVOLVEMENT

Past President, Coastal Carolina Association of Insurance Professionals (1999)

Volunteer, West Carteret High School Athletic Concessions (2009 – present)

Past President, West Carteret High School Athletic Booster Club (2009 – 2011)