

# Jordan Payne

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Nationality: Bermudian

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**GOAL:** A business studies graduate with a passion for Insurance, Project Management, and Relationship Building. My intention is to obtain a position as an assistant Underwriter in Bermuda. Having worked for AXA Health for the last two years, I feel comfortable within the insurance industry and believe my skills in communication and problem solving provide a good foundation for a career in Underwriting. I am keen to develop my skills in relationship building and hope to gain more experience within the insurance industry.

**STRENGTHS:** Communication, growth mindset, adaptable, work well in a team environment, enjoy responsibility and new challenges, innovative, optimistic, problem solving

## WORK EXPERIENCE

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**AXA Health, Personal Claims Advisor**

February 2018- Present

- Objective: Handle client medical cases to ensure customer satisfaction and improved client relationship.
- Consistently compare new and existing customer requirements to propose ideas and suggestions for continuous improvement.
- Communicate with Product, Customer support and Finance team to deliver company products.
- Interpret policy underwriting for clients to improve customer understanding and overall satisfaction of company products.
- Continuously conduct self-learning to develop industry skills in order to improve performance.

## VACATION EMPLOYMENT

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**HSBC Bermuda, Student Intern**

December 2017- January 2018

- Manage client cases to determine potential financial fraud and resolve financial complaints to improve company image.
- Develop client understanding of alternative products to maximise service efficiency and create a new sales opportunity.

**Atlas Corps, Partnerships Intern**

September 2017- December 2017

- Developed an onboarding manual to improve transparency across departments as well as improve employee training.
- Conduct lead generation followed by consistent communication to develop strong client relationships.
- Headed a team in creating an excel data base to maximise efficiency when managing client cases.

**HSBC Bermuda, Student Intern**

May 2016 – August 2017

- Analysed and observed customer bank accounts in order to track potential financial fraud/crime.
- Organized large client data bases using excel and HSBC company software to ensure data compliance.
- Conducted team presentations focused on communicating results to upper management and providing transparency on department projects and tasks.

## EDUCATION

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Bournemouth University, Bournemouth UK

September 2018 – June 2020

Major | Business Studies with Operations and Project Management

Grade | 2.1

Relevant Coursework: Advanced Project Management, Operations Management, Strategic Management, Financial and Business Analysis, Consumer Behavior and Market Research.

## **COMPUTER SKILLS & COURSES**

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- Business Workflow
- Skills on excel: Adjusting a Worksheet, Copying Cells, Creating Workbooks, Data/Time Functions, Define Names and Labels, Editing Data, Formatting, PivotTables, Printing, Working with Functions, Working with Worksheets
- Salesforce – Salesforce Administration
- CIMA - Claims Management and Invoice software
- Microsoft Outlook

## **PROFESSIONAL DEVELOPMENT COURSES**

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- Responsible Project Management Consultancy Project
- Business Simulation
- The Washington Centre Internship Program
- HSBC Recruit Extraordinary People Program
- Outward Bound Ultimate Adventure Course, Wales, UK
- KPMG Investment Challenge winner

## **PROFESSIONAL AWARDS**

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- AXA Health – Award for Innovation
- AXA Health – Top Advisor
- AXA Health – Award for Communication

## **INTERESTS AND HOBBIES**

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- Investing
- Foreign Language, currently learning French
- Sports, football and basketball
- Passion for technology
- Fitness and outdoors activities
- Travel

## **REFERENCES**

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Dejuanna S. Burrows / Human Resources Generalist/ HSBC Bank Bermuda Limited/ 441-299-6489

Chevonne Francis/ Branch Manager / HSBC Bank Bermuda Limited / 441-299-5709