
BRENDA JEWELL-SWARTZ

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An accomplished Insurance Professional, with expertise in developing client relationships and professional delivery of products/services within dental and healthcare industry. Proven ability to build newly endorsed association programs and to establish a well-organized and productive agency team. Solid experience creating specialized insurance products and processes that enhance client services and improve client satisfaction. Understands how consistent customer service and personal contact with clients are impacted during organizational change. Possess diverse insurance experience within agency, corporate environment, service (not for profit) organizations and smaller start-up companies, which contributes to problem resolution in various situations. Strong leadership skills, with ability to motivate professionals and maximize levels of productivity. Excellent communicator, with emphasis on building strong client relationships.

QUALIFICATION HIGHLIGHTS

Product Knowledge

Client Services

Strong Interpersonal Skills

Networking

Training/Mentoring

Program Growth

Sales/Marketing

Organizational Development

Relationship Development

Team Leadership

Account Management

Project Management

Dental Community Contacts

Problem Solver

Territory Knowledge

PROFESSIONAL EXPERIENCE

Jewell Professional Insurance, LLC West Hartford, CT

Owner/Insurance Professional

2010 – Present

- Experienced insurance professional and consultant for the Connecticut State Dental Association (CSDA), for the last fourteen years
- Member of Fortress Insurance Agent Advisory Council
- Board of Director for Connecticut Dental Community Outreach Foundation
- Attends monthly and annual dental meetings to promote special insurance products
- Conduct four educational seminars annually for the University of Connecticut Dental School. The presentation is entitled, "Professional Liability Needs for the Dentist"
- Appointed by OGRRGA Insurance Co. in CT, NJ and portions of NY due to experience with risk retention programs and ability to build new programs. This Obstetricians and Gynecologists professional liability plan recognizes that the key denominator is always the combination of lower price and no lawsuits

McDonough & Keegan Insurance East Berlin, CT

Sr. Vice President

2001 – 2010

- Primary contact and sales professional for the Connecticut State Dental Association (CSDA)
- Consulted with 1000+ dentists in the area of dental professional liability and other insurance products they need to safeguard their dental practices from potential claims
- Appointed by OMS National Insurance Co. as the exclusive agent in CT, NJ and portions of NY. This Oral Surgeon's professional liability plan has a national endorsement from AAOMS, the professional association of Oral and Maxillofacial Surgeons. In tri-state territory, the company insures 89% of the eligible surgeons in CT, 80% in NJ and approx. 72% in NY. Responsibilities ranged from securing insurance applications from the surgeons, premium collection and customer retention of this \$18,000,000 book of business
- Promoted an insurance program specifically designed for dental practices in an effort to assist them in the area of employment related claims. The goal for this program is continued growth by educating dentists and their practice managers about the coverage and the special risk management resources it provides

Medical Protective Ins. (GE) Hartford, CT

Managing General Agent-Directing New England States

1998 - 2001

- Accepted a career promotion and relocated to Hartford, CT, after working with our GE MPCO dental insurance team to secure the program endorsement of the Connecticut State Dental Association (CSDA). Responsible for program implementation and development in a new territory for GE MPCO
- Appointed insurance agencies and brokers to create the infrastructure of a strong, growth oriented medical malpractice insurance program in the New England territory
- Cultivated strong business relationships within the insurance agency networks, local community study groups and health care associations throughout CT, RI, NH, MA, VT and ME
- Negotiated premium proposals, made coverage recommendations and trained our appointed insurance agencies and brokers
- As the underwriting managing general agent, was responsible for the review of all new business professional liability applications for coverage approval or declination
- Made on-site customer service visits to dental and medical offices
- Hired, trained and managed new customer service employees for the Hartford office
- Liaison for Hartford Insurance Co. and GE MPCO in New England territory. Successfully collaborated direct mail campaigns, events with potential clients, trade show attendance and branding the two carriers as the primary source of insurance for dental offices

The Medical Protective Company Milwaukee, WI

General Agent-Direct Writer of Professional Liability Insurance

1996 - 1998

- Identified and sold our professional liability insurance products to physicians, health care facilities and dentists in Wisconsin. Received non-resident insurance license for Illinois and expanded sales territory into northern Illinois
- Served as a member of the Wisconsin Risk Management Steering Committee-a division of the department of insurance
- Utilized strong negotiation and marketing skills to set appointments with practice managers at medical and dental offices in an effort to promote products and services
- Organized and attended annual Medical Group Management Association conferences in Wisconsin. (MGMA)
- Cultivated professional relationships with accountants, practice managers and insurance brokers to increase our visibility in the medical community with compatible vendors

Wisconsin Hospital and Health Association Madison, WI

Associate Vice President of the Corporate Insurance Division

1994-1996

- Developed, evaluated and managed the WHA endorsed property/casualty insurance programs for Wisconsin Hospitals and Health Association members
- Provided insurance consulting services to the financial officers and board members of Wisconsin Hospitals and Healthcare Systems. Offered to review their insurance portfolios and provide coverage recommendations for their insurance programs
- Prepared and presented monthly production reports for the board of directors and the executive director of the WHA
- Negotiated commission schedules with insurance carriers for the benefit of the association, which generated notable revenue increases in the first 12-month period

PREVIOUS WORK HISTORY

Vice President of Sales and Marketing – J.N. Manson Insurance Agency Wausau, WI