



# Andrew Young

## INSURANCE SALES

Producer with 7 years writing personal lines, small commercial, and term life in the Carolinas. Book of roughly 640 households with retention above the office average. Comfortable running the full cycle from cold quote to cross-sell to claims advocacy.

## CONTACT INFORMATION



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## KEY SKILLS

- Personal lines (auto, home, umbrella)
- Small commercial (business owner packages, workers' comp)
- Term and whole life quoting
- EZLynx and AMS360
- Cross-selling and account rounding
- Referral partner development
- Renewal reviews and retention
- Claims advocacy
- Bilingual English/French

## PROFESSIONAL EXPERIENCE

**Senior Insurance Producer** | Piedmont Shield Insurance Group, Raleigh, NC | 2020 – Present

- Grew personal book from \$412K to \$1.08M in annualized premium over three years by rebuilding the referral pipeline with local mortgage brokers and two auto dealerships.
- Held 12-month retention around 91% by scheduling annual reviews before renewal instead of after, catching coverage gaps early.
- Cross-sold umbrella or life on roughly one in three new auto/home bundles, adding a steady base of higher-margin policies.
- Trained two junior agents on quoting workflow in EZLynx and coached them through their first 90 days on the phones.
- Handled escalated claims calls when adjusters and clients stalled, keeping several accounts from moving mid-term.

**Insurance Agent** | Piedmont Shield Insurance Group, Raleigh, NC | 2018 – 2020

- Wrote 180+ new personal auto and homeowners policies in first full year, mostly from purchased leads and community events.
- Passed the NC P&C exam within six weeks of hire; added Life and Health license the following year.
- Built a habit of same-day quote turnaround, which the office manager cited in my second-year review as the reason my close rate ran above the new-hire average.
- Ran booth at three county fairs and one homebuilders expo, generating a workable pipeline of roughly 90 warm leads.

## EDUCATION

**B.A. Business Administration**, University of North Carolina at Greensboro, 2018

Authorized to write property, casualty, life, accident, and health lines in North Carolina, all in good standing