

Mylinda Kuypers

Insurance Manager

Profile

Dynamic Insurance Manager with 5 years of experience in driving sales, managing client relationships, and overseeing daily operations. Adept at identifying growth opportunities, developing comprehensive strategies, and leading high-performing teams. Proven track record of exceeding revenue targets and maximizing profitability while maintaining exceptional customer service standards. Skilled in risk management, policy development, and regulatory compliance. Strong communication and interpersonal skills, with the ability to forge lasting relationships with clients and stakeholders.

Employment History

Insurance Manager at First Insurance Company of Hawaii, HI

May 2023 - Present

- Successfully increased new policy sales by 25% in the first year, resulting in over \$1 million in additional annual revenue for First Insurance Company of Hawaii.
- Implemented a streamlined underwriting process that reduced average policy approval time by 40%, increasing customer satisfaction and enabling the company to process an additional 300 applications per month.
- Developed and executed a targeted marketing campaign that resulted in a 20% increase in customer retention rates, saving the company approximately \$500,000 in lost revenue annually.

Assistant Insurance Manager at Island Insurance Company, HI

Aug 2018 - Apr 2023

- Successfully increased the overall customer retention rate by 15% within the first year, by implementing targeted customer engagement initiatives and streamlining communication processes at Island Insurance Company, HI.
- Streamlined the claims processing system, reducing the average claim resolution time by 25%, which resulted in higher customer satisfaction and a noticeable improvement in efficiency for the team at Island Insurance Company, HI.
- Developed and executed a training program for new hires that improved employee onboarding efficiency by 40%, leading to a more knowledgeable and confident workforce at Island Insurance Company, HI.

Education

Bachelor of Business Administration in Insurance and Risk Management at University of Hawaii at Manoa, Honolulu, HI

Aug 2014 - May 2018

Relevant Coursework: Risk Management Principles, Insurance Operations, Corporate Finance, Business Law, Actuarial Science, Financial Planning, Property and Casualty Insurance, Life and Health Insurance, Employee Benefits, and Enterprise Risk Management.

Details

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Links

[linkedin.com/in/mylindakuypers](https://www.linkedin.com/in/mylindakuypers)

Skills

Underwriting

Risk assessment

Claims management

Policy development

Actuarial analysis

Regulatory compliance

Customer relations

Languages

English

Bengali

Hobbies

Photography

Gardening

Playing a musical instrument