

Dona Breitmeyer Zahn
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Zahndo11@insightbb.com **Home (502) 933-1510 Cell (502) 417-7481**

SUMMARY: Commercial Lines Account Manager with 25+ years experience in large and medium sized accounts, handling an average book of \$450,000 in revenue at Wells Fargo Insurance.

EMPLOYMENT HISTORY:

Tom Lease Insurance 11/2/10 – 4/5/11
Commercial Lines Department Manager

Wells Fargo Insurance Services of Ky., Inc. 9/7/76 - 9/20/09
(F/k/a) Acordia, Reager Harris, Harris & Harris, C.D. Harris & Sons)
Commercial Account Manager assisting John English until his retirement in 2006.
Commercial Account Manager – Select Department .

RESPONSIBILITY STATEMENT/SKILLS:

Detail oriented; Marketing - negotiated pricing and coverages with underwriters using analytical and strategic skills; Identified exposures, prepared proposal and renewal kits; Strong skills in developing and maintaining relationships with clients, underwriters, brokers and co-workers. Enthusiastic, focused, dependable.

- Successful track record in retaining 85% of accounts for a 25+ year period in addition to writing new business. Effective in developing relationships with clients by establishing trust, knowledge, respect and attention to detail.
- Assisted in redesign of "Select Department". Review of accounts to identify exposures and placement of coverages. Established positive relationships with clients.
- Served on committees to select an agency software system.
- Volunteer work, including fund-raising outside the office for several non-profit accounts.
- Analyzed and compared extension endorsements from various carriers' policies for coverage and premium differences, discovered unexpected results.
- Streamlined work flow and acted as mentor to members of our team.

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Licensed in Kentucky - Property & Casualty-CE credits and license current through June, 2013
Proficient in AS400 and AMS systems, Microsoft Office Word – Windows 7 and XP

References:

John L. English
Retired – Former
Co-Founder of Harris & Harris
Phone: 895-0707

Clyde Lang
Vice President / Finance
Cedar Lake Lodge, Inc.
222-7157 (former client)

Rick Houze
Sr. Vice President
Wells Fargo Insurance
425-9444