

MICHELLE L. FLAIM, CPCU, AIC

Have a profound positive impact on people I interact with and have them know that I am committed to their journey and it is through their successes or failures that I measure my own.

- Motivated leader with 11+ years of management experience
- Driven individual with 19+ years of insurance knowledge who consistently produces results that exceed expectations
- Cultivates excellent business relationships within the insurance industry
- Expertise in underwriting general liability, property, workers compensation, auto, and umbrellas

PROFESSIONAL EXPERIENCE

Travelers Insurance Company, Melville, New York

May 2020- Present

Excess Casualty Managing Director

- Manage Excess Casualty total written premium book of \$74.3 for New York City, New Jersey, and Long Island offices.
- Leader for 9 underwriters which requires managing underwriting referrals and quality control of accounts. Responsible for establishing goals and developing staff through effective coaching and mentoring.
- Responsible for marketing, territory management, and working with brokers and agents across the Metro territory to drive overall finance results.

Travelers Insurance Company, Melville, New York

August 2012 – April 2020

Underwriting Director

- Manage property and casualty underwriting portfolio of \$149 million in written premiums for New York City and Westchester territories.
- Leader for 7 underwriters which requires managing underwriting referrals and quality control of accounts that have been written. Responsible for establishing goals and developing staff through effective coaching and mentoring.
- Work closely with counterparts in sales, claim, risk control, premium audit to provide an overall positive experience for our agents.

Travelers Insurance Company, Jericho, New York

May 2010 – August 2012

Senior Account Executive

- Successfully manages property and casualty underwriting portfolio of \$12.5 million in written premium. Establish and maintain agency relationships and act as a trusted advisor to write new business policies.
- Responsible for negotiating and servicing policy renewals to achieve appropriate rate and retention.
- Serve as a mentor and change agent to colleagues throughout the organization by promoting initiatives such as CPCU classes and community service projects.

Travelers Insurance Company, Morris Plains, New Jersey

April 2006 – May 2010

Express Account Executive

- Responsible for supporting business and underwriting strategies to effectively achieve profit and growth objectives based on the analysis of agency production, trends, commitment, and potential.
- Conducted agency visits to maintain and develop agency relationships while also educating agents on new products and prospective new business opportunities.

St. Paul Travelers Insurance Company, White Plains, New York June 2003 – April 2006

Commercial Liability Claim Representative

- Conducted inside/outside investigations, evaluations, and negotiations to settle bodily injury and property damage liability claims.
- Identified and assessed possible fraudulent activity and potential means of recovery to reduce total claim cost.

EDUCATION

Quinnipiac University School of Business, Hamden, Connecticut
Master of Science in Organizational Leadership

Fordham University, Bronx, New York
Bachelor of Arts

Insurance Institute of America, Malvern, Pennsylvania
Chartered Property Casualty Underwriter
Associate in Claims

PROFESSIONAL DEVELOPMENT

- CPCU Governor, January 2017 – 2019
- CPCU Long Island Board Member, August 2010 – Present.
- Downstate Insurance Associations Council Board Member, May 2016 – Present
- Travelers Regional Diversity Committee Chairman, January 2018 – Present
- Travelers Regional Professional Network Chair, January 2017 – December 2017