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Callum Glenton

CAREER PROFILE

Conscientious and hard-working Commercial Underwriter with four years' experience working in the insurance industry. Professional and driven with excellent interpersonal skills, particularly in dealing with sensitive customer issues.

EDUCATION

2021

Currently studying for

Insurance, Legal and Regulatory (IF1) with the CII.

2018

Gloucestershire College

BTEC Level 3 Extended Diploma in Business (Merit, Merit, Pass)
Key Modules including Marketing, Business Accounting, International Business.

SKILLS

- Advanced user of I+
- Tempo
- Callguard
- Oswald
- Acturis
- Advanced user of Microsoft Office

November 2021 - Present

Commercial Underwriter Kingsbridge Risk Solutions Ltd

Part of Kingsbridge Insurance brokers specialising in professional indemnity insurance for recruitment and umbrella companies, with full underwriting authority to write £10m Professional indemnity, as well as Vicarious Liability, offshore risks, drivers negligence, US exposures and domiciliary care as a senior within my team.

Key Achievements

- Up selling and cross selling ancillary products such as Cyber, management Liability, property, Travel/PA and fleet policies
- Account management of both VIP and mid sized corporate clients.
- Majority ownership of the existing book managing renewals that have a net income of £369,754.
- I have contributed to the onboarding of a new quote and buy system as well as changes needed and data migration
- Account management of a panel of brokers building strong relationships that allow me to identify and execute new business opportunities as well as existing clients.
- I have contributed £20k to NB figures across the year, outside of my role, to support steady NB growth
- I have managed a 3rd party lead gen company to ensure they are supplying a continuous flow of leads
- Responsible for training new members of the team. As well as a referral point for junior members of staff to support their growth and development.
- I have attended large corporate conferences to network with clients and B2B

2016

St Peter's Sixth Form Centre

AS Levels: Media Studies (D)
Business Studies (D)
Gym Instruction (Level 1)

2018

St Peter's Catholic School

10 GCSE's at Grade A-C
(including English and Math's)



- Internal stakeholder management with a strong relationship across claims, operations and management.
- Have contributed to the overall book growth of 33%

May 2021 – August 2021

Staffing Officer (Part Time)
Aspire Staffing Limited / Freemans Event Partners

Part of the Freemans Event Managers who provide event services and solutions enhance customer experiences on behalf of our clients at a wide variety of UK and European events and festivals..

Key Achievements

- Overseeing All staffing needs and operations of the bars
- Developing work Schedules by allocating employees in shifts and positions at the bar
- Assuming responsibility for time keeping, efficiency in working and timesheets.
- Managing up to 200 staff on a bar across a number of events
- Working closely with the bar managers to ensure employees are fulfilling their role and compliant to the rules
- Motivating employees and dealing with customer disputes
- Acting on behalf of both Aspire and Freemans

January 2020 – November 2021


Commercial Underwriter
Ecclesiastical Insurance

Part of the Ecclesiastical Group which provides specialist insurance, investment management, advisory and brokerage. Commercial Underwriter specialising in the Charity, Church and Commercial Property sectors.

Key Achievements

- Negotiate and profitably underwrite existing business in line with corporate strategy up to a risk of £20m.
- Recognised for consistently positive feedback from telephone audits regarding high quality service delivery to customers.
- Act as ambassador for department, liaising with external business units to highlight case studies and stories to feed into the businesses PR and marketing strategy.
- Lead local induction and training for all new team members on systems, processes and reporting smoothly.
- Account manager for VIP client with main risk exceeding £30,000,000 and four other risks held under the account.
- Demonstrated customer-focused approach in line with the





charitable ethos of the organisation where a church client needed to terminate a long-standing agreement due to financial difficulties as a result of the pandemic. Persuaded the Underwriting Manager to permit a discount in order that the book balanced.

- Consistently positive feedback from clients with regard to customer focus, specifically clarity of communication. In-house telephone and general work audits have highlighted excellence in accuracy and attention to detail.
- Took action by persuading senior manager to bring in support from another team in situation where increase in volume of calls and emails was impacting SLA's and customer satisfaction.

November 2018 – December 2019

Credit Controller **Endsleigh Insurance**

Endsleigh provides market leading insurance solutions for students, teachers, alumni and education establishments. This role focused on credit control for Personal Insurance customers, specifically in the context of Car Insurance and student Contents Insurance.

Key Achievements

- Acted as super-user for new IT system Acturis providing relevant feedback to the IT project team and acting as trainer to others as appropriate.
- Demonstrated commercial understanding and excellent attention to detail in creating daily reports highlighting work allocations, income, outgoing costs and debt.
- Consistently exceeded the daily productivity target of 80%, often completing the day at over 100%
- Assumed responsibility for a debt list to a value of over £15,000.

REFERENCES AVAILABLE ON REQUEST

