

Levente RÁCZ

Commercial Insurance Account Manager

Jacksonville · Florida · US

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Summary

Experienced Commercial Insurance Account Manager with over 15 years in the property & casualty sector, specializing in commercial lines coverage for mid-size and enterprise clients. Proven ability to manage high-value books of business, build and sustain long-term client relationships, and lead teams in fast-paced agency environments. Excellent knowledge of both admitted and non-admitted carrier products, endorsement processing, and complex policy review. Recognized for a client-focused approach, analytical rigor, and meticulous attention to contract details. Licensed P&C; professional with a track record of driving account retention and operational efficiency.

Experience

Atlantic Gateway Insurance Group

Commercial Lines Account Manager | Senior Account Manager | 01 Jun 2017 – Present

Promoted from Account Manager to Senior Account Manager (2021) after demonstrating expertise in managing a diverse book exceeding \$6M in annual premiums and achieving superior client retention scores. Lead account servicing for over 65 commercial clients (contractors, retail, logistics, and manufacturers) utilizing both admitted and surplus lines carriers. Audit, review, and correct new and renewal policy documents, endorsements, and related schedules for accuracy, coverage adequacy, and compliance. Develop and maintain enduring client relationships by providing consultative risk guidance and rapid resolution of claims, renewal issues, and carrier queries. Coordinate with producers, marketing, and underwriters to negotiate optimal terms on behalf of clients. Process COIs, endorsements, placements, certificates, and invoicing with attention to cycle time and regulatory requirements. Mentor and support 3 junior account specialists, providing training on systems and coverage nuances.

- Increased account retention rate from 87% to 93% over three fiscal years through proactive renewal strategies and client engagement.
- Played key role in the agency's transition to Applied Epic, reducing average processing time by 28%.
- Facilitated successful placement of a \$12.8M property schedule with layered coverage after a major carrier withdrawal, preserving the client relationship for the agency.

Suncoast Risk Solutions

Commercial Lines Account Manager | 01 Sep 2013 – 31 May 2017

Managed a mixed commercial portfolio with a focus on hospitality, property management firms, and professional services. Completed submissions, renewals, endorsements, audits, and invoicing for 40+ active accounts. Conducted policy review sessions and risk assessments with clients—flagging gaps and recommending appropriate endorsements. Ensured compliance with both surplus and admitted market carriers; processed claims notifications and followed up on settlements.

- Recognized by management for achieving a 96% renewal rate in 2016, the highest on the commercial lines team.
- Oversaw the onboarding of six new municipal clients, managing end-to-end placements and initial policy setup.

Prime Coastal Insurance Associates

Account Coordinator | Commercial Account Executive | 01 Nov 2008 – 31 Aug 2013

Initially joined as Account Coordinator, supporting senior account managers in handling documentation, invoicing, and policy changes for key business clients. Promoted to Commercial Account Executive (2011), taking on direct management of mid-tier accounts and gaining exposure to marine and builder's risk insurance. Assisted in the implementation of a new CRM system and development of account servicing workflows. Professional Development Note: Spent six months (March – August 2010) on a part-time basis while completing additional coursework.

Bayfront Insurance Advisors

Policy Support Specialist (Commercial Lines) | 01 Jul 2006 – 31 Oct 2008

Provided day-to-day administrative and procedural support to the commercial lines team in a high-volume regional brokerage. Processed new business documentation, renewal submissions, and client requests, gaining foundational knowledge of insurance forms and coverages.

Education & Training

Bachelor of Science, Risk Management & Insurance

Florida State University

– 31 May 2006

Continuing Education, Property & Casualty

Florida Department of Financial Services

– Present

Skills

Commercial Lines Insurance, Account Management & Client Retention, Coverage Analysis & Contract Review, New Business & Renewal Submissions, Policy Servicing & Endorsement Processing, Certificate, Proposal & Summary Preparation, Claims Support & Resolution, Carrier Relationship Management, Invoicing & Billing Processes, Audit & Compliance Management, Team Leadership & Staff Development, Customer Needs Assessment, Problem-Solving & Conflict Resolution, Regulatory Adherence, Workflow Optimization, Data Analysis, B2B Relationship Stewardship, Cross-Functional Collaboration, Software, Verbal & Written Communication, Time & Task Prioritization

Languages

English | – Present

Native

Hungarian | – Present

Conversational; professional working proficiency

Certifications & Credentials

Florida 2-20 General Lines (Property & Casualty) License | – Present

Florida Department of Financial Services

CIC (Certified Insurance Counselor) Designation | 2018-01-01

Institutes

Applied Epic Certified Professional | 2022-01-01

Awards

Raised client satisfaction NPS from 7.8 to 9.4 | 2019-01-01

Atlantic Gateway Insurance Group

Raised client satisfaction NPS from 7.8 to 9.4 through comprehensive renewal review process and proactive service (Atlantic Gateway, 2019–2022).

Improved audit completion time by 35% | – Present

Improved audit completion time by 35% through process streamlining with a cross-functional team.

Successfully mitigated potential E&O; incident | – Present

Successfully mitigated potential E&O; incident via meticulous contract and endorsement review, saving the agency \$115,000 in claims exposure.

Regular presenter at the Jacksonville Insurance Professionals Roundtable | 2019-01-01

Jacksonville Insurance Professionals Roundtable

Regular presenter at the Jacksonville Insurance Professionals Roundtable (2019–present).

Interests

Professional Associations | – Present

- Member, Florida Association of Insurance Agents (FAIA)
- Member, Jacksonville Commercial Insurance Network

References

Available upon request.