# Adrians Novák

*Senior Commercial Lines Account Manager*

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| **Profile**  Proactive and client-centric Commercial Lines Account Manager with 18 years of progressive experience in the insurance and financial services sectors. Expert in managing, marketing, and servicing mid-to-large commercial accounts with a combined book exceeding $5M in premium, spanning real estate, manufacturing, tech, and contractors. Adept at market analysis, proposal development, endorsements, renewals, and client relationship management. Demonstrated excellence in cross-selling, retention, and operational accuracy. Effective communicator skilled at translating complex insurance solutions into actionable client value. Strong proficiency in Applied Epic and advanced MS Office Suite. Licensed P&C professional in the State of New Jersey, with a record of leadership, innovation, and measurable results.  **Skills**  Commercial Lines Account Management, Client Relationship Management, Insurance Program Rounding, Applied Epic System Expertise, Market & Risk Analysis, Coverage Placement & Renewals, Carrier Quoting Platforms, Proposal & Policy Documentation, Audit & Endorsement Handling, Premium Billing & Account Reconciliation, Regulatory Compliance & Documentation, Project Leadership & Team Coordination, Cross-Selling Personal Lines, Training & Mentoring Staff, Time & Workflow Management, Effective Verbal & Written Communication, Negotiation & Conflict Resolution, Strategic Planning & Book Growth, Process Optimization, Attention to Detail, Customer Needs Anticipation  **Languages**  English — native proficiency  Slovak — professional working proficiency  Spanish — conversational  **Awards**  Customer Excellence Award | 2022-01-01  Tri-State Insurance Partners  Recognized with the “Customer Excellence Award” in 2022 for exceptional service and account growth.  **Certifications**  New Jersey Property & Casualty Producer License | 2025-12-31  State of New Jersey  Certified Insurance Service Representative (CISR) | 2012-01-01  The National Alliance for Insurance Education  Applied Epic Power User Certification | 2020-01-01  Epic University  **Interests**  Hiking and outdoors  Local food initiatives and restaurant culture  Tech-enabled productivity tools | **Experience**  **Senior Commercial Lines Account Manager at Tri-State Insurance Partners, Inc.**  01 Jan 2019 – Present  Manage and service a diverse portfolio of 135+ mid to large commercial accounts, totaling over $6.4M in annual premium, encompassing real estate developments, contractors, manufacturing, technology, and retail operations. Led a 4-person team in systemizing renewal workflows, reducing processing times by 17% and improving client retention rates to 94% (up from 86%). Oversee detailed market analysis for new and renewal business, leveraging proprietary and Applied Epic-based carrier comparison to ensure the best coverage and rates. Prepare custom proposals addressing client-specific exposures and coordinate presentations alongside producers; maintained a near-zero E&O incident rate. Responsible for binder issuance, auto ID cards, certificates (COIs, EPIs), and endorsement management in full adherence to internal and regulatory standards. Built robust, consultative relationships with client stakeholders, regularly exceeding satisfaction targets; lead firm’s quarterly cross-sell campaigns, boosting additional lines uptake by 22% in 2022. Mentor two new account managers annually, delivering onboarding on Applied Epic usage, documentation, and best practices.   * Launched a digital renewal tracker that reduced client response lag by 21%, enhancing renewal completion rates. * Recognized with the “Customer Excellence Award” in 2022 for exceptional service and account growth.   **Commercial Account Executive at Liberty Mutual Business Solutions**  01 Jun 2014 – 31 Dec 2018  Promoted from Account Manager after consistently exceeding sales and service metrics over 3 years. Managed a book of 90+ commercial clients, focusing on manufacturers, technology startups, and multi-location restaurants; book premium increased by 13.5% annually. Conducted market and risk assessments, crafted presentations, and negotiated updated coverage plans with national and regional carriers. Transitioned book to Applied Epic during companywide implementation, training 7 colleagues on workflows and process adjustments. Introduced new binder processing procedures, reducing documentation errors by 28% within the first year. Coordinated with claims, underwriting, and producers for seamless resolution of customer issues.  **Commercial Lines Account Manager at Liberty Mutual Business Solutions**  01 Jan 2011 – 31 May 2014  Serviced small to mid-sized commercial accounts; responsible for policy changes, COIs, endorsements, renewals, and billing reconciliations. Improved departmental turnaround speed for certificates and auto ID cards, earning quarterly performance recognitions. Navigated multi-state account requirements, ensuring ongoing compliance with NJ, NY, and PA regulatory mandates. Collaborated with producers on cross-selling additional lines, exceeding up-sell targets by 14% in 2013.  **Professional Development Leave at Liberty Mutual Business Solutions**  01 Mar 2010 – 31 Dec 2010  Took nine months to complete advanced coursework in commercial insurance process automation and risk analytics (see Certifications).  **Commercial Lines Assistant / Junior Account Manager at Eastern Shield Insurance Group**  01 Jul 2006 – 28 Feb 2010  Supported senior account managers with policy issuance, client reviews, endorsements, audits, and documentation for commercial clients focused on real estate and distribution. Gained exposure to Applied systems and carrier platforms; frequently tasked with improving policy documentation accuracy. Developed strong client communication and multitasking skills under heavy renewals and audit cycles. Led two project teams in the successful transition of legacy accounts to a new digital records platform.  **Client Service Representative (Part-Time, Student Role) at Capital Point Insurance Agency**  01 Sep 2004 – 31 May 2006  Provided frontline service and administrative support to personal and small business lines clients; processed billing queries and assisted with policy changes. Built foundational skills in client communication and multi-tasking under supervision of account managers.  **Education & Training**  **Bachelor of Science (B.S.), Business Administration – Risk Management & Insurance**  Rutgers University, New Brunswick, NJ  – 31 May 2006  **Professional Training**  – Present  **Projects**  **Digital Renewal Tracker Initiative**  01 Jan 2020 – 31 Dec 2020  Launched a digital renewal tracker that reduced client response lag by 21%, enhancing renewal completion rates.   * Reduced renewal processing turnaround by 17% by spearheading a digital workflow automation initiative (2020).   **Legacy Account Digital Transition**  Led two project teams in the successful transition of legacy accounts to a new digital records platform.  **References**  References available upon request. |