

J. Brian Duncan

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Relevant Courses

Corporate Risk Management

Employee Benefits

Enterprise Risk Management

Healthcare – US System, Policymaking, & Informatics

Corporate Finance

Insurance Operations

Activities and Affiliations

Gamma Iota Sigma – Vice President

RIMS Atlanta Chapter

2008 RIMS National Conference – Anita Benedetti Student Involvement Program

2008 RIMS Educational Conference Volunteer

2007 CPCU Insurance-Day Volunteer

Awards

2008 RMI Alumni Club – Undergraduate Student of the Year

2008 Gamma Iota Sigma Leadership Award

2008 Gamma Iota Sigma Service Award

EDUCATION

Georgia State University, Robinson College of Business

Bachelor of Business Administration, Risk Management & Insurance, August 2008

GPA: Major: 3.97/4.0 Overall: 3.04/4.0

Georgia Perimeter College, Dunwoody Campus

Associate of Sciences, Business Administration, December 2006

EMPLOYMENT HISTORY

Hartford Life Alpharetta, GA 10/2006 – 08/2007

Disability Examiner

- Responsible for timely processing of claims within ERISA required timelines and assessing liability.
- Handled the interpretation of policy exclusions, limitations, and insuring agreements.
- Managed book of claims by:
 - Delivering excellent customer service to claimants and policyholders.
 - Applying policy provisions accurately.
 - Providing policy explanation to policyholders.

Potter-Holden & Co. Atlanta, GA 02/2005 – 10/2006

Account Manager

- Handled negotiation of placing new business and creating customer proposals for healthcare facilities.
- Managed customer base by:
 - Delivering excellent customer service.
 - Staying ahead of renewals by designing a spreadsheet checklist.
 - Providing multiple remarketing scenarios and prompt change requests.
 - Delivering value added risk management information and recommendations.
- Developed successful working relationships with carriers and brokers.

American International Group (AIG) Atlanta, GA 03/2002 – 02/2005

Account Executive

- Achieved 30% growth in assigned account responsibility: Margin at \$1.3 Million
- Marketed to approximately 30 agencies to increase their total premiums financed.
- Maintained productive agency relationships by:
 - Devising special programs to attract new customers.
 - Designing spreadsheets to monitor agency account submissions.
 - Developing a strategy for marketing.
- Input over 300 loans a month into proprietary software and submitted monthly reports to upper management.

Office Services Coordinator

06/2000 – 03/2002

- Handled administrative related functions for regional & branch offices.
- Processed & recorded invoices for accounts payable.
- Worked with vendors to construct efficient phone systems, resulting in \$30,000 refund.
- Assisted Information Services Department with setup for employee additions, deletions, and visitors.
- Worked on Siemens Hicom 300 Digital Telephone switch, Voicemail, & ACD lines.
- Organized & coordinated office moves, additions, and changes.

SKILLS

- Self motivated; productive and efficient work habits.
- Proficient with all Microsoft products.
- Comprehensive customer service knowledge.