

SHANIA CHANNER

55 Mona Common, Golding Circle.

Telephone: 876-476-6110(c)

Email: shaniachanner@gmail.com

OBJECTIVE

A highly motivated candidate that is seeking to contribute to the vision and mission of your establishment through dedicated commitment to the activities performed in the capacity of the applied role.

EXPERIENCE

Digital Insurance Agent – General Accident Insurance Company LTD (June 2024 –present)

- Examine and review policy applications.
- Enter data using Underwriter 4D.
- Manage and respond to incoming calls and emails.
- Assist clients with extensions and renewals, endorsements.
- Write quotes and determine premiums and coverages.

Underwriter -Insurance Company of the West Indies LTD (March 2023 – May 2024)

- Examine and review policy applications.
- Process brokers' and agents' accounts.
- Write quotes and determine premiums and coverages.
- Enter data using Underwriter 4D.
- Manage and respond to incoming calls and emails from agents, clients, and brokers.
- Assist clients with extensions and renewals, endorsements.
- Analyze and verify information during the underwriting process while meeting productivity and quality standards in fast paced production environment.

Assistant Clerk (Volunteer)- Newcombe Valley Primary (July 2018, June 2019)

- Organizing filing cabinets
- Assisting with school projects, for example the school beautification project.
- Assisting teachers with administering and marking tests/assignments.
- Tutoring students in subjects such as Mathematics, Science and Social Studies.

EDUCATION & QUALIFICATIONS

College of Insurance and Professional Studies (2023)
Introduction to Insurance & Motor Vehicle Sales Representative (Individual Course)

University of the West Indies (2019-2022)
Bachelor of Science in International Relations (Hons)

Black River High School (2013-2019)
High School Diploma

HONORS AND ACHIEVEMENT

- Social Science Dean's List Semester 2 (2021-2022)
- Social Science Dean's List Semester 2 (2019-2020)
- Top Performer at Sixth Form- Black River High (2018-2019)
- Top CAPE Performer at Black River High (2018)
- The Spanish Award- Black River High (2017-2018)

KEY SKILLS

- Microsoft Office Suite
- Intermediate Spanish
- Organizational Skills
- Risk management
- Customer Service Skills
- Detail Oriented

EXTRACURRICULAR ACTIVITIES

- Member-Jamaica Climate Change Youth Council (2019- present)
- Ambassador- St. Elizabeth Southwest Constituency Youth Council (2022)
- Ambassador (Irvine Hall)- Placement and Career Services (2021-2022)
- Member-Young Investor Club (2021-2022)
- Member-UWI Mona Model United Nation (2019-2021)
- Member-Mona Campus Youth League (2020)
- Member-Aston Preston Hall Environmental Committee (2019-2020)
- Aston Preston Hall PEACE Committee (2019-2020)

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The Director, Human Resources (Assigned)
Passport, Immigration and Citizenship Agency
8 Waterloo Road,
Kingston 10

May 8, 2025

Dear Hiring Manager,

I am writing to express my interest in the Case Officer position within your organization. While I have not worked directly in immigration services, my background in the insurance industry has equipped me with highly transferable skills that align well with the responsibilities of the position.

For the past two years, I have served as an Underwriter in the insurance sector, where I gained valuable experience conducting client interviews, gathering and analyzing detailed information, and assessing eligibility based on supporting documentation. These experiences have sharpened my attention to detail and analytical skills that I believe are highly relevant to the position of Case Officer.

I am eager to contribute to the mission of the Agency by bringing a strong work ethic, attention to detail, and a commitment to learning.

Thank you for your time and consideration. I look forward to the possibility of contributing to your team.

Sincerely,
Shania Channer