ANGELA F. BLACKBURN, FLMI

2602 MOHICAN COURT, MURFREESBORO, TN 37127

704.614.6682 angela@blackburncom.com

■Relationship Manager ■Marketing ■Strategic Partner ■Operations

BUSINESS PROFILE

Sales-oriented and solutions-driven Insurance Brokerage Professional experienced in conceiving, developing and executing strategies and initiatives designed to create solutions for customers with excellence. Proven team builder and mentor who creates new business opportunities by establishing strategic partnerships and giving excellent customer service. An adaptable action oriented person with a proven record of success. Likes to accept new and different challenges, solve difficult problems and produce the desired results. Outstanding communication and people skills.

PROFESSIONAL ACCOMPLISHMENTS

- Highland Capital Brokerage: National High Cap Concierge – increased production credit by 22% YOY and increased revenue by 12% and new HighCap producers attending marketing meetings by 50%
  GOAT- Greatest of All Time Service Company Award 2022, HCB Corporate Most Versatile Customer Service Award Year 2018, HCB Charlotte Associate of the Year 2016
- Capitas Financial: Liaison to Capitas Home Office and all Insurance Company Representatives for product knowledge and market trends – Increased revenue by 20% and new producers attending marketing meetings by 40%.
- Consolidated Planning, Inc: Management Team Member, 1995-1997 – Increased Disability Sales by 30%.
- Paul Revere Insurance Group: Brokerage/Group Technology Advisory Council, 1996-1997
- Connecticut Mutual: Leadership Team Member, 1992; Perfect Attendance, 1988-1991; Elected Member of Staff Advisory Board, 1990-1992; Pacesetter Winner, 1990-1991; Blue Chip Spotlight Award, 1989

AREAS OF EXPERTISE

- Relationship Management
- Software Trainer
- Retirement Planning
- Commissions
- Producer Meetings
- Marketing Strategy
- Life Insurance
- Underwriting/New Business
- Research
- Data Strategy
- Event Coordinator
- Disability Insurance
- Long Term Care
- Webinars
- Payroll

EDUCATION

NC State University

BA, Business Management, May, 1988

Life Office Management Association

FLMI Designation, September, 1996

TN Life, Accident & Health License

TN Long Term Care License

Society of Financial Services Professional Member

PROFESSIONAL EXPERIENCE

Highland Capital Brokerage Murfreesboro, TN

2022-Present AVP, Distribution & Carrier Management – Top collaborator with our Life & Annuity Carrier partners and Strategic Partners to improve coordination between business partners and the needs of our customers. Maintaining all the data of our top performers, planning study groups, assisting with the Digital Platform and any way to ensure producers and their customers have the knowledge and process to plan for their families and businesses.

2017-2022 AVP, HighCap Financial & Life Distribution– National Relationship Manager and daily management for an elite group of producers with Highland Capital Brokerage to include Market and Data Strategy for best outcomes. This includes Onboarding Calls to describe the superior experience a HighCap member can expect from Marketing, Case Design and the Underwriting Process. Plan and execute the Annual HighCap Sales Forum. Work with specific producers to provide custom sales solutions.

2010 – 2016 Director, Marketing, Southeast– Responsible for all Marketing Endeavors for Independents & Institutions for Southeast. Concierge to the producers and HCB Sales Team on our marketing materials and training on the website tools and resources. Facilitate all special producer meetings with event venue, budget reconciliation, speakers, agenda, and follow up survey of constructive criticism for improvement. Point guard for DI sales and promotion of DI as an important part of the financial foundation.

2004-2010 **Capitas Financial** Charlotte, NC

Operations Manager – Responsible for Daily Operations and processes for New Business, Marketing, Commissions and Accounts Payable. Liaison to Capitas Financial and all other Regional Directors from insurance companies to schedule sales meetings and ensure staff is well trained on current products and market trends. Human Resource Manager- payroll and benefits. Facilities Manager -equipment and building liaison. Manage Sales Totals by creating Weekly, Monthly and Year-to-date Graphs.

1995-1997 **Consolidated Planning, Inc./Guardian Life** Charlotte, NC

Manager, Disability Income- Responsible for all Disability Income Sales and Operations for 100 Guardian agents as well as outside brokerage, including presentations, underwriting, claims and competitive information. Maintained, corresponded and facilitated all Disability sales, new business, claims and marketing information. Management Team Member which introduced sales ideas, competitive information and trends in the marketplace at Sales Meetings.

1992-1995 **Paul Revere Insurance Group** Charlotte, NC

Operations Manager- Responsible for daily operations in the Paul Revere Group office including oversight of sales assistants and customer service staff. Liaison to the Home Office including computer support, underwriting, customer service, field financial, office facilities and personnel. Also, actively participated in group enrollments for Group Life, Group LTD, Group STD and Group Dental. Office Relocation Coordinator.

1988-1992 **Connecticut Mutual** Charlotte, NC

Agency Operations Consultant – Responsibilities included but not limited to Life and Disability Insurance Proposal Design, Policy Comparisons, Competitive Analysis, Planning and Trend Analysis and Client Services. Duties also included Personnel Administrator, Home Office Liaison and Communications Specialist, Commission Reconciliation and Expense Allowances, Agency Problem Solver for Computer Software Applications and "trouble shooter of last resort" to 150 Sales and Staff Associates.