

# Hi, I'm Felicia

Client Support Services, Minneapolis



## MY ROLE AT GUY CARPENTER

My role as an Excess of Loss Technician is to work with our clients to ensure their reinsurance accounting and claims runs smoothly. I set up the contracts in the system once the placement is completed, and process premiums, claims, queries, and adjustments as they come due. I am also a member of the Collateral Group in the U.S., working together with other colleagues to make sure year-end funding requirements for clients are met.

## WHY I CHOSE A CAREER IN (RE)INSURANCE

I was originally a finance major, but I enjoyed my insurance classes so much that I made the decision to switch. There were a lot of different directions I could have taken with this degree; however, I am so happy I came across the world of reinsurance. I really enjoy the variety that I see every day while working with clients in healthcare, property and casualty, crop, medical malpractice and other lines of business. I can't imagine being exposed to that much working for a primary insurance company.

## WHAT HAS SURPRISED ME THE MOST

What has surprised me the most is that I feel like I'm constantly learning something – like new ways to do things from my coworkers, how different each and every client can be, and more efficient ways to complete a task. Reinsurance covers so many different types of losses it is almost impossible to ever stop learning. This was a great surprise because it's hard to lose interest that way.

**#CareerTrifecta, #InsuranceCareersMonth**

## MY BACKGROUND

I'm originally from Central Minnesota. I graduated in 2011 from Saint Cloud State University with a degree in Insurance and Risk Management. I'm currently working on completing the ARe certification. My goal is to be one of the best at what I do in a field full of intelligent people.