# GUY CARPENTER

# Hi, I'm Kaleena

## Client Support Services, Seattle

### MY ROLE AT GUY CARPENTER

I work on the Client Support Services Digitalization Project as a member of the Process Automation Team. My responsibilities include identifying processes and workflows that can be automated, as well as client documents that can be digitalized. I work with IT and vendors to develop business process automation platforms to better service our clients' needs.

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

I sort of fell into insurance after college but quickly gained an affinity for the dynamic and fluid environment of the insurance industry. No two claims or client interactions are the same, so insurance is never boring. The multitude of challenges that arise helps develop your ability to adapt to changes. This industry constantly offers opportunities for me to develop and improve my professional skills, such as communication, negotiation, and conflict resolution. The interactions that I've had with both clients and co-workers have led to enormous personal growth.

### WHAT HAS SURPRISED ME THE MOST

I knew the basics of risk mitigation from working in other insurance positions, but since joining Guy Carpenter, I've exponentially increased my (re)insurance and risk management knowledge. Most people are only exposed to one level of insurance and don't know the multiple layers or types of insurance that exist. In fact, the (re)insurance industry is quite far-reaching and global, which has allowed me to travel and work with people from all over the world.

**#CareerTrifecta, #InsuranceCareersMonth**

### MY BACKGROUND

I graduated from Arizona State University with a Bachelor's in Justice Studies. Shortly after graduating, I started working for a primary carrier as a property adjuster and have since worked in various positions across insurance. While working full time I was able to complete a Masters in Project Management. I aspire to expand my (re) insurance knowledge and enhance processes through technology that will create efficiencies and better customer service.

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