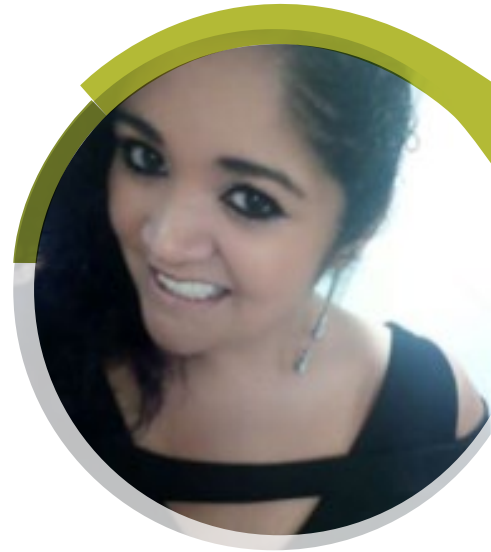


# Hi, I'm Jenifer

Client Support, Mexico City



## MY ROLE AT GUY CARPENTER

I work as part of a team with brokers to gain the confidence of our clients, to let them know that in every loss we will handle their cases with the highest professionalism. We assure them that we are always working to improve our service and to find the best solution for everyone in our negotiations.

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

The insurance business is a wide-open world to explore, and reinsurance brought me to a place where I feel comfortable and confident in the future. Working with all aspects of reinsurance means I constantly have the opportunity to keep learning. Every case, every broker, every client, every market is unique, and each gives me the chance to adapt the communication and the message I want to share to be more effective. I know it is not always easy, but I'm confident in the opportunities this industry offers.

## WHAT HAS SURPRISED ME THE MOST

The most surprising thing I have learned in my career is that no matter how hard a claim or a case can be, there will always be options for how to handle it, and it's always communication that fixes any kind of problem. It's always better to talk about problems than to try to fix them any other way. Communicating face to face is always a good solution.

## MY BACKGROUND

I used to work in a cedent company – one year as an underwriter and four years a claims handler. This provided me with experience handling several kinds of claims, gave me a chance to improve relationships with clients, both internal and external, and most important of all, gave me the opportunity to better understand the insurance industry.

**#CareerTrifecta, #InsuranceCareersMonth**