Lauren Fitzgerald

Agency Owner

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SUMMARY

Agency owner with 10 years in insurance sales, including 5 years running an independent property and casualty agency in Tampa with 7 licensed staff. Grew the book to $6.8M in written premium with 91% retention by pairing steady new business with hands-on customer service.

SKILLS

Insurance Sales • Property and Casualty • Commercial Lines • Personal Lines • Lead Generation • Client Retention
Agency Operations • Applied Epic • Customer Service • Leadership

EXPERIENCE

Agency Owner 01/2021 - Present

Fitzgerald Insurance Agency LLC Tampa, FL

Own an independent property and casualty agency appointed with 14 carriers, serving 3,900 households and businesses.

- Grow written premium from $2.1M to **$6.8M** through insurance sales, 20 realtor and lender referral partners and local lead generation.
- Hire, license and coach 7 producers and service staff, with new producers writing $150K in premium in their first year.
- Hold client retention at 91% with annual policy reviews, cross-selling personal lines and umbrella coverage to 38% of households.
- Manage agency operations in Applied Epic, from carrier downloads to monthly commission reconciliation across 14 carriers.

Commercial Lines Account Executive 03/2016 - 12/2020

Gulf Coast Risk Partners Tampa, FL

Regional independent agency with 9 producers focused on small and mid-sized businesses.

- Managed a $3.2M book of commercial lines accounts for contractors, restaurants and property owners.
- Wrote $640K in new commercial premium in 2019, ranking first of 9 producers.
- Marketed renewals to 6-10 carriers per account, saving clients an average of 12% on premium.
- Resolved customer service and claims questions within one business day, keeping account retention above 90%.

EDUCATION

Bachelor of Science 12/2015

Florida State University Tallahassee, FL

Risk Management and Insurance

CERTIFICATES

Florida 2-20 General Lines Agent License
Florida Department of Financial Services
02/2016

Florida 2-15 Life and Health Agent License
Florida Department of Financial Services
05/2021

Chartered Property Casualty Underwriter (CPCU)
The Institutes
10/2019