
Megan Kowalski

Underwriting Assistant

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Summary

Underwriting assistant with 1.5 years of commercial lines support at a regional carrier, preparing submissions, loss runs and policy documents for a team of 6 underwriters. Works all day in Microsoft Office, mainly Excel, Word and Outlook, with strong attention to detail and a steady record of on-time renewals.

Experience

Underwriting Assistant

Charter Oak Mutual Insurance — Hartford, CT — 04/2025 - Present

Support a 6-person middle-market team writing commercial property, general liability and auto for agencies in New England.

- Compile **40+** new and renewal submissions a week, clearing them in the rating system and summarizing loss runs in Excel.
- Complete policy issuance for endorsements, binders and certificates in Word within a 24-hour service standard.
- Track 300 upcoming renewals in a shared Outlook and Excel diary so every account receives an offer before expiration.
- Support 25 agencies with customer service by phone and email, answering 60 policy status questions a week.
- Achieve 99% accuracy on quarterly file audits by checking every document against the underwriter's approval notes.

Customer Service Representative

Nutmeg Insurance Agency — West Hartford, CT — 06/2023 - 03/2025

Part-time during college, full-time after graduation, at a personal lines agency.

- Processed 120 auto and home policy changes a month in the agency management system.
- Collected driver records and prior loss reports for 15 new quotes a week.
- Reduced unanswered client emails by 30% with shared Outlook folders and reply templates.
- Built a PowerPoint onboarding guide used to train 3 new office hires.

Education

Bachelor of Science

Central Connecticut State University

Business Administration

New Britain, CT

05/2024

Skills

Excel	—	Word	—	Outlook	—	PowerPoint
Microsoft Office	—	Policy Issuance	—	Loss Runs	—	Commercial Lines
Customer Service	—	Attention to Detail				

Certificates

Property & Casualty Insurance License

Connecticut Insurance Department

2025