

Kylie Dreggs
31a Correa Circuit,
Gregory Hills, NSW,2557
0421 619 910
Kylie.dreggs@outlook.com

Country Services Pty Ltd (NRMA Insurance)

Sales and Service Consultant

January 2024 – Current

- Quoting new policies for Home building and contents, Landlord, motor vehicles and Motorcycles, as well as Roadside assistance and Compulsory Third Party Insurance
- Evaluating risks for new and existing customers
- Amendments to existing insurance policies
- Reviewing insurance renewals to confirm coverage and pricing
- Communicating with other key stakeholders, such as underwriting and claims departments to confirm converge and risk acceptance
- Management of policies in Policy Centre and Orbit
- Meeting and exceeding KPI's,
- Complaint lodgement and management to closure
- Maintaining adherence of Insurance risk regulations in all Customer and policy interactions
- Customer policy management of new policies and amendment of policies where further proof is required for policy to be bound.
- Management of High sum insured, new asset creation and Vehicle imports
- Conducting policy reviews to confirm that the customer holds the correct coverage and finding opportunities for new insurance products

360 Underwriting Solutions

Commercial Claims specialist

April 2023 – January 2024

- Managing end to end Commercial claims
- Managing claims case load of up to 200 claims
- Liaising with all relevant stakeholders to provide regular updates on the progress of claims including Property owners, Brokers, Builders, Underwriters, and legal representatives
- Managing high risk, large loss complex claims over \$100,000
- Managing Claim recoveries
- Utilising customer service skills to tailor my approach while working with vulnerable customers
- Reviewing and interpreting building contracts, forensic reports, and other specialist building reports, along with restorer and contents quotes, and supplier invoices.
- Building a strong and empathic working relationship with customers
- Managing payments to all stake holders, including the Insured, Loss Adjusters, builders and all relevant stakeholders.
- Conducting investigatory tasks to gather and document relevant information •
Reviewing and interpreting information in accordance with policy coverage

IAG Insurance Property and Niche Claims
Property claims Specialist/ Development Lead
October 2022 – April 2023

- Meeting KPI's within the business such as taking a minimum of 15 calls a day and keeping within 48 hours of my claim's work-list
- Managing Level 1 complaints as per AFCA and ICA requirements
- Logging of GICOP Breaches and risks
- Liaising with all relevant stakeholders to review, investigate and resolve level 1 complaints, such as the insured, builders, building specialist trades, brokers, & suppliers
- Managing executive complaints as per AFCA and ICA requirements
- Auditing and approving of claim payments and correspondence prior to issuing
- Reviewing and interpreting building contracts, forensic reports and other specialist building reports
- Building a strong and empathic working relationship with customers
- Managing claim payments and ensuring claims are paid in a timely manner
- Conducting investigatory tasks to gather and document relevant information
- Reviewing and interpreting information in accordance with policy coverage
- Call listening for coaching and feedback to consultants
- Daily statistic reports to monitor and manage claims KPI for coaching and training
- Monitoring claim call queues to assure the correct phone coverage for all consultants
- Processing Alleged distributor errors and Out of Cover insured requests
- Liaising with Customer Relations, in regard to AFCA complaints, to determine and neutral outcome.
- Assisting team of consultants, to assist with claims technical issues, system issues and policy related questions.
- Training and development of consultant team, within areas that changes have been implemented within the business, or areas that have been determined when audits are completed
- Development lead program, which entails learning the Property Claims Insurance Lead Role, and relieving lead roles when required.
- Supporting a consultant within the team with claims or personal related matters
- Leadership meetings in relation to company changes and important information, company contentious claims, building technical company updates, and Procurement.
- Updates to consultant schedules when schedule is changed due to leave or other matters.
- Reviewing Ex Gratia and Loyalty request payments.

IAG Insurance
Property Claims / DCST claims manager
September 2021- October 2022

- Meeting KPI's within the business such as taking a minimum of 15 calls a day and keeping within 48 hours of my claim's work-list
- Managing claims case load of up to 85 claims
- Liaising with all relevant stakeholders to provide regular updates on the progress of claims including Property owners, Brokers, Builders, Underwriters, and legal representatives
- Managing high risk, large loss complex claims over \$100,000

- Utilising customer service skills to tailor my approach while working with vulnerable customers
- Reviewing and interpreting building contracts, forensic reports, and other specialist building reports, along with restorer and contents quotes, and supplier invoices.
- Building a strong and empathic working relationship with customers
- Case managing claims to completion
- Managing claim payments and ensuring claims are paid in a timely manner
- Conducting investigatory tasks to gather and document relevant information
- Reviewing and interpreting information in accordance with policy coverage

Marque Embroidery - Operations Coordinator

February 2021 - September 2021

- Managing customer service and ensure we are always delivering exceptional standards
- Staff management such as interviewing, conducting appraisals and performance reviews
- Providing and organising training and development for all staff
- Ensuring OH&S Compliance is met by all staff members
- Attending and chairing meetings as required
- Providing updates to company director on business performance, new initiatives, and other pertinent issues
- Maintaining awareness of market trends within the industry, understanding forthcoming customer initiatives, and monitoring local competitors
- Initiating changes to improve the business, e.g. revising opening hours to ensure the warehouse can compete effectively in the local market
- Promotion of the organisation through company website and social media
- Managing direct company sales through customer liaison, providing quotes, invoicing and samples as required
- Generation of reports including but not limited too monthly profit and loss

Road Safety Education Limited - Program Coordinator

March 2020 - February 2021

- Coordinating Road Safety education programs within schools and at venues within Sydney, Central Coast, and Illawarra regions
- Building relationships with all stakeholders including schools, facilitators, government contacts, police, and rotary clubs
- Set up and liaising with venues and schools
- Database entry and maintenance
- Facilitating Road safety educations sessions to High school students
- Coordinating training and upskilling of facilitators, including conducting facilitator assessments
- Regular visits to schools and venues to maintain quality control
- Recruitment of new facilitators
- Creating budgets for all program days to ensure financial viability

Pinnacle Safety and Training - Operations Coordinator

2018 - February 2020

- Working collaboratively with all departments within the company
- Recruiting and onboarding of trainers through interviews and inductions to systems
- Training and mentoring of all employees within NSW Operations team

- Planning and coordinating all training related tasks from Operationalisation to delivery
- Assisting and acting as support to the NSW Regional Manager
- Managing and maintaining schedules for all training programs throughout NSW
- Assisting BDM with meeting monthly training budgets
- Developing and establishing company processes to achieve efficient operations.
- Maintaining data management systems such as Aroflo and Job ready.
- Assisting in contextualisation of training programs through continuous improvement
- Project Managing large projects and technical services
- Liaising with state regulators to ensure compliance within training
- Coordinator of all NSW venues for training, including booking and induction requirements
- Providing high level support to Companies internal and external stakeholders through regular meetings.

Hammondcare

Carer

April 2016 – June 2020

- Personal Care – showering, grooming, toileting, dressing
- Implementation of care, as per the care plan directive
- Domestic assistance – cooking, cleaning, laundry
- Encouraging and engaging in client physical and social activities
- Transporting and attending medical appointments
- Maintaining and completing up to date records
- Engaging with the clients family and care advocates in a professional manner
- Ensuring the Aged Care quality standards are adhered too
- Participating in mandatory training to maintain compliance within the role

Peter May Group -Broker Support Officer

January 2014-July 2015

- Personal Assistant to 4 Brokers and 2 Directors of company
- Collating Credit applications
- Creating Budgets for finance applications
- Imputing finance applications to banks
- Use of Agrimaster, Phoenix and MYOB accounting systems for cash flows and budgets
- Contacting clients, accountants, and suppliers for required information for credit applications
- Use of Microsoft office suite for data entry, creating documents and spreadsheets
- New Client interviews and maintaining client files
- Obtaining personal and business finance quotes from banks
- Accounts Payable and Receivable
- End of Month reconciliation

Suncorp Insurance - Claims Assist Officer

November 2011-January 2014

- Assisting customers daily to lodge claims and enquires
- Lodging new claims using Quick assist and Guidewire
- Finalising small claims and excess payments
- Transferring calls
- Dispute and complaints resolution

- Meeting KRA's daily
- Lodging Outbound enquiries and claims
- Liaising with all relevant stakeholders to provide regular updates on the progress of claims including Property owners, Brokers, Builders, Underwriters, and legal representatives

ABC Childcare - Group Leader February
2009-November 2011

- Supervising and caring for children
- Creating an educational program based on the National Quality Framework
- Facilitating learning experiences for children
- Documenting children's observations and documenting progression and development based on the National Quality framework
- Leading and directing assistant carer
- Maintaining a clean and hygienic Centre
- Food handling
- First Aid
- Maintaining communication with families of children
- Opening and Closing of Centre as required

References

Debbie Olive - 0404 989 644
IAG Insurance

Emma Hough - 0401 202 047
Pinnacle Safety and Training

Ruth Pollard- 0423843294
Suncorp Insurance

Qualifications

- Certificate 3 in Business Administration (Tafe NSW -2001)
- Certificate 3 in Children services (ABC Leaming College - 2009)
- Diploma of Business and Leadership (Tafe NSW – 2022)
- Certificate 3 in Individual Support Aging (Tafe NSW – Current)
- Diploma of Aging Studies and Services (UTAS – Current)