

Sharon Matthews

(941) 468-2747

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PROFESSIONAL EXPERIENCE

Matthews Insurance Services LLC

Licensed Insurance Sales Professional

North Port Florida

Present

- Developed and presented custom proposals tailored to individual client requirements.
- Maintained strong relationships with existing clients, ensuring their satisfaction and retention
- Identified and followed up on cross sale opportunities.
 - Kept up to date with industry trends, regulations and competitor offerings to maintain competitive edge.
 - Evaluated risk factors associated with potential accounts before submitting applications for approval by company underwriting departments.
- Participated in regular training sessions to expand product knowledge and develop essential skills for success in industry.
- *Cross checked and met policy requirements to fast track request processing.*
- Delivered superior customer service by explaining insurance products, suggesting policy updates and guiding the sales process to address customer needs.
- Attended networking events and conferences to generate leads and brand awareness.
- *Trained, mentored, and led a team of six valuation analysts and summer interns.*

Allstate Agency Owner – Sharon Matthews

2005 - 2009

Agency Owner

- Handled administrative requirements involving records management, legal compliance and tax submissions.
- Helped team members tackle daily workloads with confidence through empowered training and motivational strategies.
- Boosted sales through successful advertising campaigns.
- Established clear expectations and objectives for team members and helped achieve goals.

Progressive Insurance

1989-2001

Casualty Claims Specialist

- Resolved complex and severe exposure claims through expert file handling and knowledge of medical terms and complicated medical file review.
- Oversaw sound, long term strategies, effectively controlling expenses, loss ratios and litigation processes
- Negotiated claim settlements and recommended litigation when appropriate.
- Conducted investigations by collecting evidence, documents and statements from parties to claim and professionals as needed.
- Adjusted reserves or provided reserve recommendations.
- Attended and participated in mediation and conferred with legal counsel

EDUCATION

University of North Carolina- Chapel Hill

1984-88

Bachelor of Arts US History

MEMBERSHIPS/ SKILLS

- Property & Casualty License, State of Florida
- Life & Health Insurance License, State Of Florida
- North Port Area Chamber of Commerce
 - Immediate Past President 2024-25
 - President 2022-2024
 - Secretary 2019-2022
- Heron Creek Community Foundation
 - Board Member 2022 – Current
- Selected by Sarasota County Commissioner Ron Cutsinger to represent his district for the **Sarsota Coutny Surtax** Referendum.
- Selected by Sarasota County School Board Member Tim Enos to sit on the Sarasota County School Board Referendum .