

Kym Martell, CRM, CIC, CRIS, AAI, MLIS

316 Sixth Ave, Suite 3B, Asbury Park, NJ, 07712. Date of Birth: 9-20-57

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Profile

Experienced Insurance Instructor training insurance professionals in technical subjects for insurance agency policies and procedures

Licensed NJ Producer – Property, Casualty, Personal Lines and Accident/Health/Sickness Authorities

Approved provider and instructor with New Jersey Department of Insurance to provide continuing education to licensed professionals

Approved provider and instructor with the Commonwealth of Pennsylvania to provide continuing education to licensed professionals

Instructor providing Fraud Training to carriers for compliance with State certification - Special Investigation Units (SIU)

Approved/Certified instructor for the Independent Insurance Agents of America to facilitate the E&O Risk Management Program

Approved instructor for the Independent Insurance Agents of New Jersey- Accredited Customer Service Representative (ACSR) program

Approved instructor for the Independent Insurance Agents and Brokers of New Jersey for Accredited Advisor of Insurance Program (AAI)

Approved instructor for Independent Insurance Agents and Brokers of New Jersey

Approved instructor for Independent Insurance Agents and Brokers of New York

National Faculty & Performance Coach for Polestar Performance Programs

License: State of New Jersey, License Number 8628358, License Type: Producer, Lines of Authority: Life Insurance, Accident, Health or Sickness, Personal Lines, Property, Casualty

Experience

President - K.M. Associates, Allenhurst, NJ (1995 to Present)

Insurance Management & Training Consultants

Allenhurst, NJ

I am the President/Founder of KM Associates. My company develops and implements insurance education, sales, customer service and management training programs to the insurance industry. KM Associates currently offers approximately 150+ approved property & casualty continuing education courses in New Jersey & Pennsylvania.

Our agency consulting services provides professional liability & loss control audits in the areas work flow & procedures, agency management and E&O loss preventions. We customize E&O Loss Prevention Training for organizations as a follow up to the audit or assist the agency in creating a loss prevention strategy to reduce and help defend potential E&O exposures.

Expert Witness

2013 to Present

Expert witness and litigation support on insurance matters in New Jersey

Performance Coach, Polestar Performance Programs, (2006 to Present)

Cheyenne, Wyoming

Responsible for facilitating and training through group, team and individual sessions including coaching participants to establish properly defined performance objectives, develop an action plan to achieve the objectives, and implement the new activities to ensure the producer's success throughout their career.

Approved Instructor- Independent Insurance Agents and Brokers of New York (2014 to Present)

Dewitt, NY

Approved Instructor to administer and facilitate continuing education programs at regularly scheduled locations. Subjects include both personal and commercial lines, sales, marketing and other related property & casualty topics.

Faculty Member - Independent Insurance Agents and Brokers of New Jersey, (1992 to Present)

Trenton, NJ

Approved instructor to administer and facilitate continuing education and national certification programs at regularly scheduled locations, or on site at host facilities sponsoring programs. Subjects include both personal and commercial lines, sales, marketing and other related property & casualty topics.

**National Faculty Member- Independent Insurance Agents of America,
(2007 to Present)**

Alexandria, VA

Approved and Certified Instructor to administer and facilitate the Agency & Risk Management Program (E&O) required by the various state associations to maintain their E&O program & compliance requirements.

**Claims Adjuster - Insurance Management Network, Inc.,
(1994 to 1997)**

Lincroft, NJ

Responsible for the investigation, negotiation and settlement of property and casualty claims, specializing in personal & commercial lines coverage. Duties include all phases of claims handling including investigation, statements, and limited liability fraud investigations, analyzing coverage, and subrogation and making recommendations to the company for loss settlement. Experienced in negotiating with clients, claimants and attorneys.

**Marketing & Sales Manager - T. Frank Appleby Agency, Inc., (1989 to 1994)
Oakhurst, NJ**

Responsible for increasing company revenue by developing an optimal promotional mix of commercial and personal lines sales by marketing products and services through direct mail, telephone, newspaper ads and client contact. Acted in capacity as sales manager to educate, monitor and supervise team of inside sales and customer service personnel.

**Customer Service/Underwriter- Dittmar Agency, (1984 to 1989)
Fair Haven, NJ**

Responsible for sales and service of approximately 1800 accounts in personal lines.

Education

International Risk Management Institute
Construction Risk and Insurance Specialist (CRIS), 2010

Certified Risk Managers International, Austin TX
Certified Risk Manager (CRM), 2004

Society of Certified Insurance Counselors, Austin, TX
Certified Insurance Counselor (CIC), 1996

Independent Insurance Agents of America, Malvern, PA

Accredited Advisor of Insurance (AAI), 1991
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Maecom School, Eatontown, NJ
New Jersey Property & Casualty Insurance License including Health, 1986

Atlantic School, Toms River, NJ
New Jersey Life License, 1990

Brookdale Community College, Lincroft, NJ
Associates of Arts & Sciences Degree (AAS), 1982

Kean College of New Jersey, Clark, NJ
Business major – Approximately 80 Credits earned, 1982-1987

Awards and Achievements

Communicate with Confidence- National Insurance Women (NAIW) 1990
Won Monmouth County Speak Off

Communicate with Confidence (NAIW) 1991
Participated in State Speak Off

Committee Member – Education Committee
Independent Insurance Agents 1990-1994

Judge for the International Association of Insurance Professionals, Region V
Insurance Professional of the Year Award

Selected Professional Development

Developed & written over 165 personal and commercial lines insurance training and education programs

Annual participation in a 2-day seminar conducted by the National Alliance for Research and Development

Bio:

Kym Martell, CRM, CIC, CRIS, AAI

Kym Martell founder of K.M. Associates, Insurance Management & Training Consultants specializes in training and consultant services to the insurance industry.

With over 30 years' experience in the insurance, Kym brings to her clients a wealth of experience. Her diverse background includes agency and risk management, sales, claims and customer service.

During her long and productive career, Kym discovered she had a love for and a talent in training insurance professionals. As a result, Kym left the corporate world in 1995 and founded K.M. Associates-Insurance and Management and Training Consultants. Services include property & casualty coverages, sales training, professional coaching, Errors and Omissions auditing & preventions, and Expert witness and litigation support services.

Kym has designed, developed and delivered continuing education and professional training programs on a national level for a variety of clients including professional organizations, insurance companies, agencies and insurance brokerage firms. She has also served as a state faculty member of the Independent Insurance Agents and Brokers of New Jersey (IIABNJ) since 1992. Additionally, Kym is a national faculty member of Independent Insurance Agents & Brokers of America (IIABA) for providing their E&O Risk Management Programs, and a national faculty member of Polestar Performance Programs which provides sales and coaching to insurance professionals.

As a consultant, her extensive corporate and consulting experience perfectly positions Kym to provide professional liability & loss control audits and provide customized E&O loss prevention training in the areas of workflows and agency management. Her superior communication skills are assets that adds to her success.

Kym holds several professional designations including Certified Risk Manager (CRM), Certified Insurance Counselor (CIC), Construction Risk Insurance Specialist (CRIS) and the Accredited Advisor of Insurance (AAI).

Kym resides in Asbury Park, New Jersey.

