

EXECUTIVE SUMMARY

COURSE DEVELOPER, INSURANCE CONTINUING EDUCATION PROVIDER, INSTRUCTOR, and WRITER. Highly adept at written, verbal, and face-to-face communication. Proven success in developing and writing books, magazine articles, insurance textbooks, and training courses. A creative, outside-the-box thinker with enthusiasm and ambition to spare.

PROFESSIONAL EXPERIENCE

Insurance SME and Freelance Writer
Writer and researcher

Attleboro MA and Missoula, MT
2002 to present

Operates as a solo practitioner developing, writing, and teaching insurance continuing education material for several national CE providers.

- Develops and writes insurance CE webinars and online, self-study, and classroom courses.
- Presents 10 to 12 live insurance CE webinars, per month, for various clients.
- Presents classroom insurance CE in a live setting at several insurance conferences each year.
- Has published numerous magazine articles in *Rough Notes*, the National Alliance's *Resources*, and other insurance publications.
- Nonfiction publishing credits include *Taking the Mystery out of Business: 9 Fundamentals for Professional Success*. Originally published 2011 and rereleased May 2020.

Faulkner Education Services
Course developer, instructor, trainer, author

Attleboro MA and Missoula, MT
1997 to 2018

Established and operated a firm that provided four distinct services:

- (1) Contract services as an insurance subject matter expert to develop, write, and edit classroom, online, self-study, and webinar continuing education (CE) courses
- (2) Contract services as an insurance CE and pre-licensing instructor of classroom and webinar courses in all 50 states and the District of Columbia
- (3) CE provider of classroom and webinar CE classes in several states
- (4) Contract services as a business trainer on topics related to sales, marketing, networking, and entrepreneurship

Current and former clients include national and regional insurance companies, three of the top national CE providers in the U.S., several state insurance agent associations, regional and local CE providers and insurance agencies, and several businesses outside the insurance industry, including the University of Montana, Missoula.

Linda Faulkner Insurance Agency
Founder, owner, and producer

Missoula, MT
2004 to Dec 2010

Established a captive insurance agency for the purpose of remaining active in the insurance industry while conducting insurance instruction and training on a contract basis. Conducted day-to-day operation of the agency, including all commercial lines production, all agency administration, and other sales and customer attention responsibilities.

L.A. Murphy Insurance Agency
Founder, owner, and producer

Attleboro, MA
Jan 1985 to Aug 2003

Established and operated an independent insurance agency that sold and serviced all lines of insurance. Received profit-sharing bonuses all years of operation and maintained customer retention at 91%.

EDUCATION

- Attleboro High School, Attleboro, MA – graduated with high honors
- Attended Bridgewater State College, Bridgewater, MA

LICENSES AND CERTIFICATIONS

- Licensed insurance producer in multiple states, NPN 5424199
- Approved insurance CE instructor in all 50 states and the District of Columbia
- Approved insurance CE provider in Montana and Washington (formerly in CA, ID, MA, NV, and OR)
- Former insurance consultant license (property and casualty) in Montana
- Former Series 6 and 63 registrations
- Certified Insurance Counselor (1998 to 2011)

TECHNICAL SKILLS

- Fluent in the use of all components of Microsoft Office
- Created and managed all web design and content for Faulkner Education Services, Faulkner Insurance Agency, L.A. Murphy Insurance Agency, and Linda McHenry
- Developed and wrote numerous employee handbooks, office workflows, client databases, computer agency/office management systems, and insurance agency forms and templates
- Developer, author, and/or editor of several hundred insurance CE courses and several state pre-licensing courses for property and casualty insurance

PROFESSIONAL MEMBERSHIPS AND AWARDS

- Affiliations no longer active (no longer teaching regular classroom insurance CE)
 - Faculty member, National Alliance for Insurance Education and Research (1997 to 2010)
 - Faculty member, Montana Insurance Education Foundation (2003 to 2010)
 - Faculty member, Professional Insurance Agents Western Alliance (2003 to 2010)
 - Faculty member, Massachusetts Association of Insurance Agents (1997 to 2003)
- Leadership Award, Missoula Businesswomen's Network (2005)
- Flying High Award, Missoula Businesswomen's Network (2006)
- EPIC Award nomination for Best Mystery/Suspense Fiction, *Second Time Around*, (2010)