

# Canute Ashmead

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## EDUCATION

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**Georgia State University, Robinson College of Business**  
**Bachelor of Business Administration, Management**

**Atlanta, GA**  
**September 2023 - Present**

**Georgia State University**  
**Associate of Science - Business Administration**

**Atlanta, GA**  
**May 2023 - May 2023**

## ACADEMIC PROJECTS

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### Market Research

**February 2008 - January 2009**

- Conduct surveys.
- Analyze data from different research projects.
- Discuss insights on consumer behavior or market trends.

## WORK EXPERIENCE

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### Department Of Community Affairs

**Atlanta, GA**

#### Senior Underwriter

**April 2020 - August 2023**

- Conducted comprehensive analysis and evaluated risk to control underwriting loss.
- Led with colleagues to examine, accept or deny new and renewal business.
- Utilized understanding of underwriting guidelines to keep work in line with government regulations and company requirements.
- Liaised with authority to decide whether to accept, reject or suggest modifications to application proposals.

### State Farm

**Atlanta, GA**

#### Underwriting Assistant

**August 2015 - December 2020**

- Reviewed and evaluated auto applications to approve, suspend or decline requests.
- Conducted comprehensive analysis and evaluated risk to control underwriting loss.
- Reviewed and analyzed historical financial performance metrics.
- Collected and reviewed third-party reports to support decisions.

### FedEx Office

**Atlanta, GA**

#### Center Consultant

**March 2013 - August 2015**

- Greeted customers, answered questions and presented pricing information.
- Managed and monitored production output and queue to address issues or adjust priorities.
- Assembled, maintained and set up printers, binders and other equipment with required components such as ink, paper or binding spines.

### Cell Phone Company

**Kingston, Jamaica**

#### Senior Customer Service Officer

**March 2002 - March 2013**

- Fostered a productive environment through consistent one-on-one training and efficient problem-solving.
- Handled escalated queries and complaints from customers and staff, sharing positive outcomes as training tools.
- Resolved complex customer issues by identifying source of customer's issue providing resolution.
- Built and maintained professional relationships with key contacts to obtain potential leads.

## SUMMARY

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Effective at analyzing records and making correct decisions. Strong understanding of how to conduct risk assessments, recognize hazards and apply acceptance criteria. Recent graduate with excellent research, technical and problem-solving skills. Detail-oriented and able to learn new concepts quickly.

## SKILLS

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- Analyzing Data.
- Managing Risk.
- Developing Policies.
- Quality Control Good Work Ethic.

## **ACCOMPLISHMENTS**

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- Created highly effective new program impacted.
- Efficiency and improved operations.
- Maintained high customer satisfaction ratings.