

# Kiara Collins

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## **EDUCATION**

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### **Lindsey Wilson College, Columbia, Kentucky**

*Bachelor of Arts in Communication, May 2026*

Communication Major

Business Administration Minor

3.4 Grade Point Average

## **RELEVANT COURSEWORK**

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BUSI-3503 Business Computer Applications

BUSI-2303 Business Communications

COMM 4203 Crisis Communication

Fall-Spring 2024 Dean's list

Resident Assistant

Lindsey Wilson College Singers

## **RELEVANT EXPERIENCE**

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### **Brown and Brown Insurance of Kentucky, Columbia, KY**

*Technical Assistant I May 2019-May 2022*

*Technical Assistant II, June 2023-Present*

- Work alongside the Sales Team to perform data downloads and update the Voyager system .
- Create and maintain new customer profiles in the Voyager system.
- Process customer quotes and applications, showcasing attention to detail and accuracy.
- Collaborate closely with a team on weekly retention duties.
- Manage sensitive customer information, demonstrating discretion.
- Process quotes and applications using empathy and understanding customer needs.
- Adapt to remote work and developed enhanced time management skills.
- Demonstrate conflict resolution skills by addressing customer concerns.

### **Lindsey Wilson College Residence Life, Columbia, KY**

*Resident Assistant August 2024-Present*

- Process and manage online service requests for residents.
- Implement and enforce policies to maintain a safe and orderly environment.
- Conduct inspections to ensure compliance with cleanliness and safety standards.
- Design and install monthly name tags and hallway decorations to enhance resident engagement.
- Provided on call support during weekends and selected weeknights for incident response.

## LEADERSHIP

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- Volunteer with Brown and Brown Insurance to raise local goods for the animal shelter as well as the food pantry.
- Resident Assistant on campus at Lindsey Wilson College. This position monitors a sector of my assigned building, while also building relationships with the residents and making sure all rules and regulations are followed.
- A part of an honors group choir on campus, Lindsey Wilson College Singers. The group travels across the world and shares the gospel through song, while also learning about a vast range of cultures.
- New Student Orientation Leader 2023-2025. This position leads and coordinates new students during orientation. Ensuring a smooth transition and providing guidance academically.

## SKILLS OR CERTIFICATIONS

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- Proficient in AMS / Voyager System
- Quoting in various insurance carrier systems
- Proficient in ACCESS customer database

## REFERENCES

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Dr. Benson T. Sexton, Associate Professor of Communication, Dean of the School of Business and Communication, Lindsey Wilson College  
Collegiate Advisor, Professor  
270-384-7384  
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Dr. Gerald Chafin, Associate Professor of Music and Director of Choral Programs, Lindsey Wilson College  
Director, Professor  
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