



# Matt Owen-James

## Senior Training Consultant

### Skills & Experience

- STRONG TECHNICAL UNDERSTANDING OF COMMERCIAL INSURANCE
- STRONG TECHNICAL KNOWLEDGE OF PERSONAL LINES INSURANCE
- CONSULTATIVE SALES SKILLS TRAINING
- NEGOTIATION SKILLS
- TAILORED DESIGN OF TRAINING MATERIALS
- TEAM MANAGEMENT & DEVELOPMENT
- DEVELOPMENT TRAINING FOR RISING STARS, APPRENTICES & GRADUATES
- E-LEARNING CREATION TO ALLOW A GREAT INTERACTIVE LEARNING EXPERIENCE
- ONLINE VIRTUAL TRAINING DELIVERY
- FACE TO FACE TRAINING DELIVERY
- CERT CII EXPERIENCED TRAINER

### Personal Profile

I am an experienced Training Specialist with a 15 year record of success in the insurance sector. With numerous roles including broking, account management, operations and learning and development, I am focused on maximising employee performance and competence, quality assurance, engagement and careers progression with effective training programs. I get excited to develop successful training plans that meet dynamic company and employee needs. Accustomed to collaborating with managers to hone in on unique requirements with the aim of growth.

I have had several roles in the insurance broking industry, including Account Management (both personal and commercial lines), team manager positions and operational positions.

I have supported students through their Cert CII qualification in the UK and UAE, with an excellent success rate.

After achieving my Level 3 in Learning & Development, my next goal is to become Level 5 CIPD qualified. I am also studying to achieve my ACII.

### Qualifications

- Cert CII (Chartered Insurance Institute)
- Learning & Development Level 3
- Leadership & Management Level 3
- Progressing through DIP CII