

**EXECUTIVE SUMMARY**

INSURANCE and BUSINESS EDUCATOR, TRAINER, COURSE DEVELOPER, and WRITER. Highly adept at verbal, written, and face-to-face communication. Proven success in developing, creating, and presenting business and insurance continuing education courses, seminars, workshops, and trainings. A creative, outside-the-box thinker with enthusiasm and ambition to spare.

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**PROFESSIONAL EXPERIENCE****Faulkner Education Services**  
Course developer, instructor, trainer, author**Attleboro MA and Missoula, MT**  
1997 to present

Established and operates firm that provides three distinct services:

- (1) Contract services as an insurance subject matter expert (SME) that develops, writes, and edits classroom, online, self-study, and webinar 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 the states of Montana, Oregon, Washington, and Idaho (also, formerly in Nevada and California)

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's associations, regional and local CE providers and insurance agencies, and several businesses outside the insurance industry.

**Freelance Writer and Novelist**  
Writer and researcher**Attleboro MA and Missoula, MT**  
2002 to present

Established a thriving freelance writing business as the author of nonfiction, fiction, magazine articles, and a monthly newspaper column. Publishing credits include:

- *Taking the Mystery Out of Business: 9 Fundamentals for Professional Success* (2011)
- *Second Time Around*, a mystery novel nominated for the 2010 EPIC Award for Best Mystery/Suspense Fiction
- *Business Sense* (monthly newspaper column from 2003 – 2010)
- Numerous magazine articles in *Rough Notes*, the *National Alliance's Resources*, *Three Rivers Lifestyle* and other publications

**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.

**Western States Insurance Agency (now PayneWest)**  
Trainer and customer service representative**Missoula, MT**  
Oct 2003 to Jul 2004

Served as personal lines trainer and CSR for a large, independent regional insurance agency that provided the sales and service of personal, commercial, life, and health insurance products.

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
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## **LICENSES AND CERTIFICATIONS**

- Massachusetts resident producer license with lines of authority in Property, Casualty, Life, and Health
- Texas non-resident producer license with lines of authority in Life and Health
- Approved insurance CE instructor in all 50 states and the District of Columbia
- Approved insurance CE provider in Montana, Oregon, Washington, and Idaho
- Former resident and non-resident insurance producer licenses in Rhode Island and Montana
- Former insurance consultant license (property and casualty) in Montana
- Former Series 6 and 63 registrations
- Certified Insurance Counselor designation (1998 to 2011)
- Notary Public, Montana and Massachusetts (1986 to 2011)

## **TECHNICAL SKILLS**

- Fluent in the use of Microsoft Office (including Word, Excel, PowerPoint, Publisher, Access, OneNote, and Outlook)
- 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**

- Member, Mystery Writers of America (since 1988)
  - Member, Romance Writers of America (since 1988)
  - Member, Sisters in Crime (since 2003)
  - June 2005, Leadership Award, Missoula Businesswomen's Network
  - April 2006, Flying High Award, Missoula Businesswomen's Network
  - 2010 EPIC Award nomination for Best Mystery/Suspense Fiction (*Second Time Around*)
  - December 2010, Swimming Upstream Award, Missoula County DUI Task Force
  - Affiliations no longer active due to retirement from conducting insurance sales:
    - Member, Society of Certified Insurance Counselors (1998 to 2011)
    - 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)
    - Member, National Association of Insurance and Financial Advisors
    - Member, Massachusetts Association of Insurance Agents
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