

# Angela S. Qian

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## EDUCATION

### *California State Polytechnic University, Pomona*

*August 2024 – May 2026*

- Master of Science in Digital Marketing & Analytics  
Completed: R Data Wrangling & Visualization Bootcamp Certification

### *University of California, San Diego*

*September 2016 – March 20*

- Bachelor of Arts Degree in Communications
- Concentration: Marketing and Public Relations

## PROFESSIONAL TRAINING EXPERIENCE

### *EPIC Insurance Brokers & Consultants*

#### *Client Coordinator, Employee Benefits*

*January 2024 – August 2024*

- Served as the primary point of contact for Client Executives, directly reporting on all requested deliverables to streamline compliance processes and optimize the delivery of marketing materials to clients, ensuring consistent alignment with regulatory standards and client expectations.
- Strategically managed a diverse portfolio of approximately 15 large group accounts, each with over 500 employees, alongside multiple smaller divisions, providing personalized support and proactive account management to maintain client satisfaction and retention.
- Provided expert assistance in resolving complex client and employee issues, including benefit claim disputes, eligibility concerns, and policy inquiries, ensuring timely resolution and maintaining strong client relationships.
- Cultivated and sustained successful, mutually beneficial relationships with a wide network of stakeholders, including clients, insurance carriers, and third-party administrators, fostering collaboration and clear communication.
- Leveraged industry-leading BenAdmin platforms, including BenefitPoint, to accurately manage and maintain all policy details, commission structures, and documentation, ensuring transparency, compliance, and data integrity.
- Designed and delivered comprehensive financial reports, renewal presentations, and client brochures, incorporating key marketing metrics, benchmarking data, and commission analysis to support informed decision-making and client retention strategies.

### *Suvaun (Acrisure LLC Agency Partner)*

#### *Marketing Account Coordinator*

*March 2020 – January 2024*

- Spearheaded and led comprehensive pre-sale marketing initiatives for small accounts, driving targeted outreach strategies that effectively captured and engaged prospective clients while maximizing lead conversion.
- Strategically managed the end-to-end Request for Proposal (RFP) marketing process, guiding broker users from initial engagement through successful implementation, ensuring a seamless and efficient experience that met client expectations.
- Cultivated and maintained strong, strategic relationships with a diverse range of carrier vendors, serving as a trusted liaison between carriers and clients, facilitating clear communication, negotiation, and conflict resolution.
- Collaborated cross-functionally with an international outsourcing team, providing expert guidance on leveraging advanced features within Suvaun, overseeing task execution to ensure accuracy, efficiency, and adherence to best practices.
- Delivered comprehensive training and onboarding programs for both internal team members and external broker partners, enhancing user proficiency and fostering a strong foundation for long-term success.

## PROFESSIONAL CERTIFICATIONS/LICENSES

### *CA Department of Insurance– Accident, Health & Life Agent License#: 0N12658*

Issued Aug 2019 – Expires Aug 2027

## SKILLS & ABILITIES

- Bilingual speaker in English and Mandarin Chinese
- User Training · Client Relations · Employee Benefits Design · Business Development · Internal Audits · B2B Marketing · Quote Preparation · Platform as a Service (PAAS) · Health Insurance · Voluntary Employee Benefits · Microsoft SharePoint · Asana · Microsoft Office · EASE · RFP Management · Rate Analysis