Jack Mander

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BUSINESS DEVELOPMENT | ACCOUNT MANAGEMENT | SALES | CUSTOMER SERVICE

Professional Summary

Results-driven business development and sales professional with 15+ years of success in security and monitoring, commercial and personal insurance, staffing, and airline catering. Generated $250,000 in first-year sales and consistently exceeded organizational goals. Built pipelines through networking events, webinars, social media, print, and radio. Known for re-engaging dissatisfied clients with tailored solutions, raising retention, and coordinating complex logistics with many stakeholders.

Core Competencies

Sales & Growth	Client Relationships	Marketing & Operations
Business Development	Account Management	Marketing Strategy
Sales Management	Customer Retention	Lead Generation
Business Retention & Expansion	Client Needs Assessment	Problem Resolution
Strategic Planning	Stakeholder Coordination	Networking Events & Outreach
Team Leadership & Training	Superior Customer Service	Logistics Coordination

Key Skills & Achievements

Sales Growth & Business Development

- Generated $250,000 in first-year gross sales at Guardian Security Systems, outperforming previous new hires, and sustained similar production in following years.
- Produced $25,000+ in new monthly premiums across business, personal, property, and casualty lines at Aurora National Insurance.
- Drove a 25% increase in new business retention and expansion at Personnel Plus by leading marketing and business development initiatives.
- Helped rank Doug McCann State Farm among the top 10 State Farm agencies in Alaska for new business-line policies written.
- Built business development strategies from company targets, market data, and budget.

Account Management & Client Retention

- Managed 12 new business insurance accounts monthly while maintaining service standards that retained existing customers.
- Grew monthly monitoring fees by $25,000 through higher customer retention.
- Assessed the needs of small and medium-sized businesses and recommended the right insurance lines and coverage levels.
- Won back dissatisfied clients by improving service standards and resolving issues with demanding customers, boosting sales and revenue.
- Partnered with surplus lines brokers to cover non-standard risks such as older and custom vehicles, boats, and properties.

Marketing, Lead Generation & Networking

- Added 15+ new residential and commercial clients monthly through community events, trade shows, and upgrades to existing security plans.
- Promoted products to large, diverse audiences through networking events, webinars, social media, print, and radio advertising.
- Designed marketing and sales programs to win small business customers statewide.
- Hosted B2B networking events and job fairs; represented employers at trade schools and the Anchorage Chamber of Commerce.

Logistics, Operations & Team Leadership

- Coordinated deliveries for 11 airline customers with 10 vendors and tracked on-time service for 235 daily flights.
- Managed logistics for airline startups, including food and dry goods supply and stock management.
- Reported daily, weekly, and monthly menu and staffing updates to senior leadership, chefs, and airline customers.
- Trained staff to identify upselling opportunities across business-line accounts.

Professional Experience

Agent Team Member | Doug McCann State Farm Agency, Anchorage, AK | Aug 2022 – Apr 2026 Grew commercial, Property & Casualty, and life insurance lines for small and medium-sized business clients.

Account Manager | LSG Sky Chefs, Anchorage, AK | Apr 2022 – Jun 2022 Managed premium catering and logistics for 6 passenger and 5 cargo airlines to safety standards.

Agent | Coho Financial Group, Anchorage, AK | Nov 2021 – Apr 2022 Advised entrepreneurs and business owners on life insurance, annuities, investments, and financial planning.

Insurance Advisor | Aurora National Insurance, Anchorage, AK | Apr 2020 – Sep 2021 Sold all lines of commercial insurance and employee benefits.

Business Development | Personnel Plus Employment Agency, Inc., Anchorage, AK | 2019 Ran marketing campaigns that helped small businesses meet staffing and payroll needs.

Security Consultant | Guardian Security Systems, Anchorage, AK | Nov 2012 – Jan 2019 Sold and upgraded security and monitoring systems for residential and commercial clients.

Technical Skills

Software: Microsoft Office (Word, Excel, Outlook, PowerPoint); quick learner of new software

Digital Marketing: virtual meeting and webinar platforms

Education & Licenses

BA in Languages (Russian), Minor in Economics | University of Alaska Anchorage, 2003

Insurance Producer Licenses Life & Health / Property & Casualty | State of Alaska #40111

Professional Affiliations

Ambassador Committee Volunteer | Anchorage Chamber of Commerce | 2004–2009, 2019–2022 Promote Chamber membership and advocate for the business community; organize Business After Hours and Ribbon Cuttings; support Make It Monday lunches and Membership Orientation.