

Case Study

Name: **Jenny Pye, CPCU, AIC**
Title: **Manager of Examining and Quality Assurance**
Area: **Home Office Claims - Boston**
Employer: **Liberty Mutual Group Boston, MA**

How long have you worked in the insurance industry and what made you decide to pursue a career in insurance?

I have been employed with Liberty Mutual for 24 years. I actually worked briefly out of college for an insurance agent and became interested in claims adjusting. My first role with Liberty Mutual was a multi-line adjuster. I have worked in our personal lines property claims department in various roles for the last 17 years.



How have the CPCU and AIC designations benefited your career?

I feel insurance designations first provide you with a great opportunity to increase your knowledge as an insurance professional. Second, when insurance designations are achieved they differentiate you from your peers. When you meet peers within your organization or within our industry, designations like the CPCU or AIC for example, can open doors because they carry a certain level of respect. Finally, my CPCU designation is currently assisting me in attaining my Master's in Insurance Management through Boston University. The program is challenging but has given me opportunities to utilize my insurance knowledge and gain new insights in areas that will aid my career.

What advice could you give someone who is new to the industry regarding the importance of professional development?

Professional development is something that is not just for those of us who are established in their careers as insurance professionals. Learning must be life-long and career-long. What better way to gain insurance knowledge while developing yourself? As a manager, I think you have to set an example for those you manage. If you do not continue to develop yourself, how can you require or expect them to embrace continued development?

Is there anything else you would like to share?

I like the ability to "build" on your designations. Leverage what you know – leverage your designations for advanced degrees and continuing education credits – you are not just gaining designations, you are building a career.

Career Advancement



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