

# Andrew James John Mackenzie ACII

## Associate Member of the Association of Average Adjusters

### PERSONAL PROFILE

My experience of claims handling underpinned by hard work, determination to succeed, and an ability to analyse and present complex detail in a concise and creative manner will highlight me for the role of Committee Member. I have refined these qualities during the Lloyd's of London Graduate Programme and my postgraduate experience in academia.

### EDUCATION

**The University of Durham** · 2010-2011

MA Modern History with Merit – 62% Grade Point Average

**The University of Kent** · Canterbury · 2006-2009

BA (Hons) War Studies upper second class – 67% Grade Point Average

**Hills Road Sixth Form College** · Cambridge · 2003-2005

5 A Levels - Archaeology C · English Literature B · General Studies C · German D · History B

6 AS Levels - Archaeology B · English Literature A · General Studies B · German C · History B · Human Biology C

**Sawston Village College** · Cambridge · 1998-2003

11 GCSEs including English, German and Mathematics (grade A-C)

### WORK EXPERIENCE

- **Marsh Ltd., Tower Place East, London** · Oct. 2013 – Present.

- **Marine Claims Consultant**

Specialism and expertise in handling and settling Marine Hull and Machinery, Liability and Ports and Terminals claims in the Lloyd's and London Market.

- **Lloyd's of London, One Lime Street, London** · Sep. 2012 – Oct. 2013.

- **Claims Graduate Programme – Trainee Claims Adjuster**

The Lloyd's of London Claims Graduate programme consisted of a 2 month placement at an Insurance Broker, four 3 week placements at a loss adjuster firm, a law firm, the Lloyd's of London Claims Team and Xchanging Claims Services (XCS) followed by a 6 month placement at Hiscox Syndicates Limited.

**Marsh UK, Tower Place, London** · Sep. – Nov. 2012

- Joining the Marine Claims Department, I was given immediate responsibility for the daily broking of paper 'legacy' claim files to underwriters and claims adjusters in both the Lloyd's and IUA insurance markets.
- I assisted in drafting a report highlighting the changes to the Norwegian Plan of 1996 (2010) with the Nordic Plan 2013.
- I maintained the Marine Claims Department e-Library, documenting case studies, industry updates and reports.

**Crawford and Company, Trinity Square, London** · Nov. – Dec. 2012

- Attending a number of site visits, I was given the opportunity to experience insurance claims resulting from escape of water, theft and subsidence in construction and both the domestic and commercial property areas of business.

**Clyde and Co LLP, Houndsditch, London** · Jan. 2013

- Seconded into three legal seats, I was given wide-ranging experience of legal disputes resulting from professional negligence and liability in a number of different disciplines including commercial law, maritime law and financial lines.

**Lloyd's of London Claims, One Lime Street, London** · Feb. 2013

- Joining the Claims Department, I was immersed into the regulatory and supportive role afforded to managing agencies by the Claims Performance Management, Management Information and Claims Transformational Programme sub teams.
- I have gained an understanding of the Lloyd's strategy, enhancing Lloyd's reputation and claims handling in the market.

**Xchanging Claims Services (XCS), Leadenhall Street, London** · Mar. 2013

- Working in the Aviation Claims Team at XCS, I was given a full introduction to claims underwriting and managing aviation claims. Whilst handling aviation hull and liability claims, I utilised Electronic Claims File (ECF) and ECF2 claims handling platforms, liaised with claims brokers and dealt with paper 'legacy' claim files.

**Hiscox Syndicates Limited, 1 Great St Helens, London** · Mar. – Oct. 2013

- Seconded as a Trainee Graduate Marine and Energy Claims Underwriter, I have been given immediate responsibility for the handling of marine hull/liability and upstream energy claims through ECF2 and paper 'legacy' claim files.
- Active involvement on the Large Loss Movements, Static Claims and legacy claims projects.
- **Oxford Cambridge and RSA (OCR) Examinations, Cambridge Assessment, Cambridge** · Feb. – Aug. 2012.
  - **Copyright Administrator**
  - Utilising my extensive research skills, I sought the copyright owners of material to be used in OCR examinations.
  - I maintained copyright policy, ensuring compliance with the Copyright Act and the rights of respective copyright holders.
  - As a result of this experience, I have honed my research skills and my ability to communicate with external clients.
- **THUS, a Cable & Wireless Worldwide business, Finsbury Tower, London** · Aug. 2011 – Jan. 2012.
  - **Marketing Campaign Executive**
  - Active involvement in writing reports, white papers and detailing technical information for telecommunication products.
  - I operated Salesforce.com CRM to ensure the better generation of leads across the Sales teams.
  - This experience has bettered my ability to communicate with internal and external clients.
- **Cambridge International Examinations (CIE), Cambridge Assessment, Cambridge** · Dec. 2009 – Sept. 2010.
  - **Compliance and Regulations Administrator**
  - I ensured the smooth execution of Cambridge International Centre (CIC) inspections by assisting CIC inspectors.
  - I recommended improvements to be made in question paper security e.g. acquiring safes and reinforcing windows.
  - If there were any breaches in online security I implemented disciplinary acts against those found guilty of malpractice.
  - As a result of these actions I have demonstrated the ability to take on responsibility, ensuring question paper integrity.
- **Street Child of Sierra Leone (SCoSL), Makeni, Bombali District, Sierra Leone** · 3<sup>rd</sup> Nov. 2009 – 2<sup>nd</sup> Dec. 2009.
  - **Child Development and Leisure Programme Coordinator** ([www.street-child.co.uk](http://www.street-child.co.uk))
  - I visited many educational institutions so as to determine the success of the children's integration back into formal education. All of the children I saw have enjoyed the opportunity to educate themselves better.
  - I managed the child development and leisure programme at the Makeni centre, boosting child fitness and social skills.
  - Every family I met expressed sincere gratitude for the work that has gone into stabilising the welfare of their children, it has strengthened my ability to adapt to unfamiliar surroundings and differing situations.

• PROFESSIONAL QUALIFICATIONS AND COURSES

Chartered Insurance Institute (CII) Advanced Diploma in Insurance

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Chartered Insurance Institute (CII) Certificate in London Market Insurance Specialisation (expected July 2016)

Chartered Insurance Institute (CII) Certificate in Contract Wording

Chartered Insurance Institute (CII) Award in London Market Insurance

Lloyd's and London Market Introductory Test (LLMIT) Certificate

Richards Hogg Lindley Marine Law & Marine Insurance Claims Course 2015 Delegate

SKILLS

- Duke of Edinburgh Bronze, Silver and Gold Awards. The requirements for completion of the Gold Award included three expeditions and perfecting a service, skill, and physical endurance over a period of 12 months.
- Completion of the Postgraduate Durham Award.
- I am a passionate writer and was proud to have been published in the Durham University History Society Journal ([duhs.co.uk/journal](http://duhs.co.uk/journal)) with my article entitled, "Forests and Conflict; An Analysis of Sierra Leonean Forestry."
- I am an ardent blogger. My personal blog can be found on my website at [www.ajjmackenzie.co.uk/Blog.php](http://www.ajjmackenzie.co.uk/Blog.php) and my professional blog can be found on the Lloyd's website at [www.lloyds.com/lloyds/careers/graduates/blog/andrew-mackenzie](http://www.lloyds.com/lloyds/careers/graduates/blog/andrew-mackenzie).
- Environmental Representative on the Hatfield College Middle Common Room Committee at the University of Durham.
- I am a competent linguist, being reasonably experienced in German.

INTERESTS

- I have a passion for fitness and running, completing three 'Tough Mudder' events and numerous half marathons.
- My prowess in Judo has earned me the Green grade belt.
- I have been supporting Street Child of Sierra Leone since November 2009 and I have raised over £755.