

AMISHA KHETANI

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EDUCATION

The University of Texas at Dallas

B.S. Business Administration, Innovation and Entrepreneurship

Dallas, TX

Fall 2023

PROFESSIONAL EXPERIENCE

HUB International - Account Associate, Dallas, TX

January 2025 – Present

- Conduct in-depth annual policy reviews for 10+ personal lines clients weekly, accessing coverage adequacy, endorsements, and limits to ensure high-quality proactive risk management.
- File, monitor, and manage 20+ claims per week using EPIC, maintaining a 95% accuracy rate and contributing to a 20% reduction in overall processing delays.
- Prepare high-quality client deliverables – including renewal proposal, policy summaries, and coverage comparisons – leveraging Excel and EPIC to support Account Managers in client retention and satisfaction initiatives.

GlobPey - Business Development Executive, Plano, TX

April 2024 – December 2024

- Initiated and implemented 3 sales strategies to gain and retain new merchants across a variety of industries.
- Onboarded 20+ new merchants to GlobPey's POS digital payment systems across various industries.

Varsity Brands - Risk Intern, Farmers Branch, TX

May 2023 – August 2023

- Constructed 5+ interactive StarChapter KPI dashboards using PowerBI and Excel for actionable business insights.
- Collaborated with 10+ professionals across diverse insurance markets leading to 4 transformative solutions for targeted risk areas.

Aon Insurance - Risk Management Intern, Chicago, IL

June 2022 – August 2022

- Formulated 5 Loss Prevention and Retention solutions for the Brokerage Division which saved \$150,000 in property damages.
- Identified gaps in 15+ insurance policies and re-engineered inefficiencies which reduced 36% of projected bottlenecks.
- Applied 4 ethnographic research methods to identify operational risk areas, reducing exposure by 15%.

Lonestar Analysis - Human Resources Intern, Addison, TX

June 2021 – August 2021

- Engineered a 50+ MB Excel Data Lake utilizing 15 Pivot Tables, V-Lookup, 5+ Macros, 35+ IF Functions, and Generative AI.
- Enhanced department efficiency by 25% through configuration control measures and Agile workflow support.

LEADERSHIP EXPERIENCE

29 Acres - Lead Consultant, Richardson, TX

August 2023 – December 2023

- Developed a business plan and performed strategic analysis using Target Market Research, Pro Forma Statement, Profitability Framework, Budget Analysis, and Legal Compliance Assessment.
- Identified and consulted senior management on 2 reconciliation strategies, to maintain the integrity of financial records.
- Consulted 3 senior executives on the implementation of EEO plans to encourage Neurodiverse & DEI inclusivity.
- Designed a responsive and SEO-friendly website using Canva to promote the future launch of the SafeSpace Gaming Cafe.

Ericsson - Lead Consultant, Richardson, TX

August 2023 – December 2023

- Led a dynamic team in conducting extensive external company research to deliver tailored and innovative solutions for the successful implementation of a job rotation program to boost employee motivation and productivity.
- Proposed an employee retention strategy aimed at reducing the post-pandemic voluntary attrition surge by 30% through the implementation of G2G features, cross-functional collaboration, and professional development programs.

SKILLS

Technical Skills: Risk Assessment, Microsoft Office Suite, Insurance Claims Processing, CRM & Policy Administration Systems, Client Documentation, Policy Review & Analysis, Power BI, Capsim Business Simulation, & Search Engine Optimization (SEO).

Soft Skills: Critical Thinking, Conflict Resolution, Customer Satisfaction, Client-Centered Communication, Risk Management, Emotional Intelligence, Adaptability, Marketing, Resilience, Analytical Thinking, & Learning Agility.

Languages: English, Hindi, & Spanish.