

Aisling O'Brien

Graduate Insurance Underwriter

Business studies graduate from Dublin City University with experience in commercial insurance. Completed a **6-month internship** at Zurich Insurance Ireland, assisting with policy reviews across **120 SME accounts**. Strong analytical skills and a keen understanding of risk assessment for commercial property and liability lines.

SKILLS

Risk Assessment • Policy Documentation • Broker Communication • Commercial Insurance • Microsoft Excel • Underwriting Guidelines • Customer Service • Data Analysis

LANGUAGES

English - Native • Irish - Basic

EXPERIENCE

Underwriting Intern, Zurich Insurance Ireland, Dublin

Jun 2024 - Nov 2024

Worked within the commercial SME underwriting team supporting policy reviews and renewals.

- Assisted with risk assessment on **120 SME accounts** with premiums ranging from €2,000 to €-85,000
- Reviewed broker submissions and prepared underwriting recommendations for **40 new business cases**
- Updated policy documentation for **65 renewals**, ensuring accuracy of sums insured and endorsements
- Shadowed **3 senior underwriters** on broker meetings and client site visits

Customer Service Advisor, Three Ireland, Dublin

Jun 2022 - May 2024

Part-time inbound call handler in the retail customer service team.

- Handled an average of **45 calls per shift** covering billing queries, plan changes, and complaints
- Achieved a customer satisfaction score of **92%** across 18 months
- Upsold broadband packages to **15% of eligible callers**, exceeding the 10% target

EDUCATION

BBus (Hons) Business Studies in Business Studies, Dublin City University, Dublin *Sep 2021 - Jun 2025*
2:1 (63%). Specialist modules in Risk Management and Insurance, Corporate Finance, and Business Analytics.

CERTIFICATIONS

CIP Foundation (In Progress), Insurance Institute of Ireland

Sep 2025

EXTRA CURRICULAR ACTIVITY

DCU Enactus (Social Enterprise Society)

Jan 2023 - Jun 2025

Part of a team that developed a financial literacy programme delivered to **4 secondary schools** in Dublin, reaching **200 students**.