

Carie Ann Roach



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### DIRECTOR OF TECHNICAL AFFAIRS

My Kolbe is **7-4-6-3**.

I am naturally a Negotiator.

My "why" is to contribute and make an impact.

 *I love the challenge of helping agencies navigate the complexities of the insurance industry to succeed!*

GET IN TOUCH WITH CARIE

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IIAT Agency Consulting  
**MAXIMIZE  
YOUR AGENCY**

As IIAT's Director of Technical Affairs, Carie shares her comprehensive technical insurance expertise with agencies to enhance their business operations and performance. Carie draws from her deep experience in the insurance industry to deliver solutions to complex insurance issues.

### Specialties

- Organizational Development
- Culture Optimization
- Human Resources
- Strategic Planning
- Streamlining Operations
- Risk Management
- Training & Development
- Applied Epic AMS
- Applied Systems TAM

### Experience

- Director of Technical Affairs, IIAT
- Operations Director, Miller & Miller Insurance Agency
- Owner & Senior Consultant, Novel Horse Consulting
- CEO & Interim President, American Financial Insurance Services, dba Borden Insurance
- 32 years of independent agency experience

### Certifications

- Certified Insurance Counselors (CIC)
- Chartered Property Casualty Underwriter (CPCU)
- Certified Insurance Service Representatives (CISR)
- Certified Risk Manager (CRM)
- Construction Risk and Insurance Specialist (CRIS)
- Accredited Customer Service Representative (ACSR)
- MBA, Business Management & Human Resources – LSU Shreveport