

2015 Outstanding Customer Service Representative of the Year



Angela Marie Nyamburi, CIC, CRM, CISR, CSRM

Christensen Group
Minnetonka, MN

Angela Marie Nyamburi, CIC, CRM, CISR, CSRM Christensen Group Minnetonka, MN, was selected as the Minnesota 2015 Outstanding CSR of the Year. Each year, a group of exceptional insurance professionals are chosen by The National Alliance for Insurance Education & Research to represent their states and compete to become the National Outstanding CSR of the Year. This prestigious award, regarded as the foremost national award of its kind, recognizes the contributions and commitment of those who serve clients within the insurance industry.

To qualify for the top state honor, the 2015 candidates submitted an essay on the following topic:

"In today's political, economic, and social environment, the use of the English language has undergone significant change. Even in our insurance industry, words, partial words, and titles can have a multitude of meanings—some of which are unclear and even vague. In the current insurance agency environment, the meaning of the term, 'Customer Service Representative,' has frequently been replaced with the terms 'Account Manager,' 'Account Executive,' 'Client Service Advisor,' etc. In your judgment, is there any important difference in the meaning of these titles in terms of one's knowledge, expertise, compensation, and responsibilities? Do you believe these different titles make a difference to your clients, coworkers, and insurance companies?"

Additionally, entrants must have demonstrated commendable service to their agencies, their industry, and their community. The only eligibility requirement for this award is that the candidate must be an insurance customer service representative, or have primary responsibility for insurance customer service duties.

"The Outstanding CSR of the Year Award recognizes the annual exemplar for exceptional customer service representatives across the nation," said Danielle Janecka, Senior Vice President of The National Alliance. "Through their essays, contributions to their agencies, and their letters of recommendation, every one of the state winners helps to raise the standard for personal and professional excellence. We honor them for their clear contributions to their colleagues, teams, and organizations. They are the face of customer service for our whole industry."

Each state winner receives a framed certificate and is eligible to compete for the national honor, which carries a \$2,000 cash award, a gold and diamond pin, \$1,000 cash award for the nominator, and a scholarship for the recipient's employer to any program offered by The National Alliance. Additionally, the name of the Outstanding CSR of the Year is inscribed on a sculpture permanently displayed at the national headquarters of The National Alliance for Insurance Education & Research in Austin, Texas.