

2021 OUTSTANDING CSR of the Year STATE WINNERS Announced

AUSTIN, TX (July 26, 2021) – Each year, a group of exceptional insurance professionals are chosen by [The National Alliance for Insurance Education & Research](#) to compete for the [National Outstanding CSR of the Year Award](#).

To be eligible for this award, candidates must be an insurance customer service representative or have primary responsibility for insurance customer service duties. Celebrating the 30th Anniversary of the Outstanding CSR of the Year Award, the competition started in 1991 to honor customer service representatives and account managers who have made significant contributions to the insurance and risk management industry as demonstrated by the following individuals.

2021 Outstanding CSR of The Year State Winners

Arizona	Ms. Alyssa M. Canez	AssuredPartners of Arizona
Arkansas	Ms. Sylvia C. Murray	Newman Ralph Browning Insurance Agency
California	Ms. Marcella R. Beasley, MA, CIC, CISR, CRIS, MLIS, TRIP, CCIP CIIP, CLP	Alliant Insurance Services, Inc.
Delaware	Ms. Melissa A. Kelley, CISR	Williams Insurance Agency
Florida	Ms. Molly Grande, CISR, ARM	Foundation Risk Partners
Indiana	Ms. Pamela W. Clark, CPCU	WalkerHughes Insurance
Iowa	Ms. Kari Van Es, CISR	Prins Insurance, Inc.
Kentucky	Ms. Jennifer Nickerson, CIC, CISR	
Louisiana	Ms. Shasta Bertrand	AssuredPartners
Maine	Ms. Cassie Fostun, CISR	F.A. Peabody Company
Maryland	Ms. Laura Kellner, CIC, AAI, ACSR	HUB International, Mid Atlantic
Massachusetts	Ms. Debra Gerraughty, CISR, CRIS, CPIA, PWCAM	C&S Insurance
Michigan	Ms. Brooke Rosenthal	J.S. Clark Agency, an AssuredPartners Company
Missouri	Ms. Megan E. Owens, CISR Elite	Ollis/Akers/Arney
Nebraska	Ms. Stephanie Wegner, CISR	SilverStone Group, LLC, a HUB International Company
Nevada	Ms. Heather Piatt	AssuredPartners of Nevada
New Mexico	Ms. Susan M. Bintz, CIC, CISR	Kysar Millennium Leavitt Insurance Agency
New York	Ms. Sarah Schnepf, ACSR	Mackoul Risk Solutions
Oregon	Ms. Mistina M. Burchett, CIC, CISR, CPSR	Oak Tree Insurance
Pennsylvania	Ms. Maria Radermacher	Strickler Insurance
South Carolina	Ms. Kelly Wenzel	Creech Roddey Watson Insurance
South Dakota	Ms. Nachole Gillis, CISR Elite, CCIP, CLP	Marsh & McLennan Agency
Texas	Ms. Darnella Rodriguez, CIC, CRM, CISR	Higginbotham
Vermont	Ms. Aislyn Allen, CISR Elite, AAI	Kinney Insurance Agency
Virginia	Ms. Nicole Noonan, CISR	Welch, Graham & Ogden Insurance

Washington

Ms. Robyn Catania

AssuredPartners Design
Professionals

Wisconsin

Mr. Nicholas Oleniczak, CISR

M3 Insurance

The National Alliance for Insurance Education & Research is the nation's premier provider of educational opportunities for insurance and risk management professionals.

Contact:

Danielle D. Janecka

Chief Experience Officer

512-349-6181; djanecka@scic.com

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