



## Biography

### **Teresa Madaj, CIC, CPSR**

Vice President, Personal Lines

Terri Madaj began her career at Alper in 1984. Prior to joining Alper, she began her insurance career managing claims for Personal Lines Clients and specialized in high risk automobile claims. She originally joined Alper as a technical assistant in the Commercial Lines department. She spent more than three years providing support to Account Executives as well as the Claim department. Pursuing her passion for customer service, Terri would eventually dedicate herself to the Personal Lines Division.

In her current role as Vice President, Terri remains dedicated to maintaining the highest level of customer satisfaction. She takes great pride in building and retaining long-term Client relationships. With over 30 years of experience in both commercial and personal insurance, Terri is able to effectively manage customer expectations in even the most challenging situations.

Terri is a graduate of the Insurance Institute of America. She maintains both Certified Insurance Counselor (CIC) and Certified Professional Service Representative (CPSR) designations.

“*To be a Client advocate means helping Clients make informed decisions and always striving to exceed their service and performance expectations.*”

Terri Madaj

