



SPEAKER BIOGRAPHIES



Angie Heavener, CIC, CPIA, is the principal of Insurance Training Plus, a professional training and consulting firm focused on insurance education and agency operations, that she founded in 2002. She began her insurance career in 1971, joining her family's independent agency. She held numerous positions in the agency— CSR, producer and eventually agency owner. Angie served as Education committee chairman of both the Illinois Big "I" and PIA, as well as a committee member for the National Big 'I". She was awarded Young Agent of the Year in 1991, and achieved her CIC designation in 1994, and her CPIA in 1999. In 1993 she sold her agency to join the staff of the Professional Independent Insurance Agents of Illinois, and was shortly promoted to Vice President of Education. Angie teaches numerous education and management seminars nationwide, and conducts E&O audits for independent agencies.



Robin Souza, CPCU, CIC, CRM, AFIS, AIS, AIC, is the farm director for Bascule Underwriting, where she is responsible for the farm and agriculture insurance programs. Prior to joining Bascule Underwriting, Robin was the farm and agriculture director for Vindati, farm and agriculture product manager for the American Association of Insurance Services (AAIS), commercial/farm lead underwriter for QBE, regional underwriting vice president/underwriting manager for Sequoia Insurance Company, and various underwriting roles with Commercial Union, Nationwide, and The Hartford. She also has experience with commercial lines, animal mortality and loss control. Robin holds the Chartered Property Casualty Underwriter (CPCU), Certified Risk Manager (CRM), Certified Insurance Counselor (CIC), and the IRMI Agriculture and Farm Insurance Specialist (AFIS) certification, among others. In her spare time she enjoys hiking, traveling and many, many home remodeling projects.