Bhavana Iyengar

609-608-8932 | bhavanaiyengar18@gmail.com | www.linkedin.com/in/bhavana-iyengar | NYC

EDUCATION

University of Michigan – Ann Arbor **Aug 2021-May 2025**

B.S in Biochemistry, Minor in Statistics

Course Highlights: RPLU Designation, Organic Chemistry, Advanced Biochemistry, Biostatistics, Python&Data Science, Linear Algebra

EXPERIENCE

Westchester Financial Lines E&O / Cyber & Professional Liability – Chubb **Aug 2025-present**

Associate Cyber Insurance Underwriter

• Built and retained a strong book of new and renewal business, generating over $2.5M in written premium in a soft market by selling 3 Chubb products and cybersecurity partnerships, tailoring account-specific policy pitches, and comparing competitor offerings for 100+ brokers and agents while maintaining strong customer satisfaction and refining coverage strategy to match changing market conditions.

• Evaluated cybersecurity risk against cyber claims history, bulk network assessments, and client security software while triaging 20+ accounts daily, underwriting cyber insurance policies for 1.3K+ companies, and maintaining constant communication with clients and operations teams to streamline policy issuance within strict 30-day timelines and sustain 10–24-hour quote turnaround times.

• Cross-sold across multiple product lines, primarily Cyber, Tech, and E&O, and created 30+ blended policies to expand Chubb's multi-line presence while reducing policy form complexity for insureds; managed follow-up on outstanding items and resolved client concerns within 1–2 hours across 40+ accounts daily as the main point of contact between the Chubb new / renewal policy and the Insured.

Social Care in Chronic Disease Collaborative - UofM Public Health **Dec 2024-Aug 2025**

Research Coordinator

• Coordinated recruitment, trial administration via phone call / Zoom, and continuous structured outreach for 500+ participants of various ages in a diabetes-focused trial, weighing impact of financial navigation tools on diabetes prevalence while recording engagement metrics, participant retention and trial data in REDCap / Access to support compliance and study reporting.

• Conducted patient and physician interviews on lung cancer screening (LUCID), navigating sensitive conversations and ensuring HIPAA-compliant, audit-ready documentation using IRB protocols and sound judgment in high-volume settings.

• Partnered with Bank of America and public health teams to review and systematize hundreds of healthcare policies, improving data consistency and accessibility across state-level equity initiatives.

Clinical Trial Recruitment – The IMA Group **May 2025 – Aug 2025**

Patient Recruitment Specialist

• Cold called hundreds of individuals from all age groups and demographics daily, coordinating recruitment and scheduling for over 5+ clinical trials while facilitating daily follow-ups and personalized tactics to aid in retention – allowing for certain cross trial participation.

• Alleviated over 30 participant concerns daily while being the main point of contact for requests on 5+ studies leading to increased participant satisfaction and moving the needle to hit quota for the respective partnered pharmaceutical company noting the results of the trial.

Mass Spec & Biophysics–Quantitative Biosciences - MERCK **May 2024-Aug 2024**

Co-Op

• Optimized high-throughput screening protocols using Surface Plasmon Resonance (SPR) by applying new sensor chip surfaces and automated liquid handling systems to enhance formulation efficiency and reproducibility, to screen 128+ peptide candidates for IL-23.

Introductory Statistics - University of Michigan **Aug 2024-May 2025**

Teaching Assistant

• Mentored 100+ students in statistical reasoning and problem-solving through personalized academic support, fostering student engagement

Neurology & Pediatrics Department - University of Michigan **Apr 2023-May 2025**

Research Assistant

• Helped quantify gene expression using ImageJ for 1000+ images to inform modeling, demonstrating precision in data interpretation and delivered research presentations to academic teams, communicating findings across interdisciplinary groups.

LEADERSHIP

MED (Pre Health-Organization) - University of Michigan **May 2024-May 2025**

Vice President Internal Affairs

• Coordinated with 10+ teams and cold contacted external partners to support events, outreach, and operational efforts, while managing delegation, tracking progress, and ensuring timely completion of initiatives aligned to shared goals, increasing member engagement by 60%.

Office of New Student Programs - University of Michigan **May 2023- May 2024**

Student Coordinator

• Facilitated collaboration between students, faculty, and families to align academic goals and support needs, while guiding thousands of new students through transitions by connecting them with university and major-specific resources, peer communities, and support systems to foster long-term engagement and investment in the university.

PROJECTS

Markov Chain Model to Predict Cardiovascular Disease Treatment Effectiveness

• Developed a steady state matrix to forecast long-term cardiovascular risk across different treatment plans, integrating policy-aligned health outcomes and data interpretation techniques to support evidence-based recommendations using NHANES clinical data.

Regression Modelling - What Affects Cancer Mortality Rates?

• Analyzed CDC cancer data in R using 5 demographic and socioeconomic predictors to resolve model fit issues and visualize trends by education, income, insurance and geography.

SKILLS

Technical: C++, Python, SQL, R, Java, Adobe Photoshop, MATLAB, Mathematica, Spotfire, Pymol, ImageJ, REDCap, Asana, Notion

Interests: Children's Literacy Network, Michigan Hospital – Volunteer, Michigan Daily Journalist, Yoga Intern – Humming Puppy