

Executive Biography



Michele R. Graham

**Senior Vice President
Chief Customer Officer**

Michele R. Graham is Senior Vice President, Chief Customer Officer.

Michele is responsible for establishing an enterprise agent and customer-centric culture that delivers exceptional experiences through knowledgeable, supportive and friendly people as well as processes and technology that simplify doing business with Preferred Mutual. Michele plays a strategic role in driving strategies that market our brand and continuously advance our impact to our local communities.

Michele has held various positions of increasing responsibility in various disciplines at Preferred Mutual including personal lines rating, agency interface, business analysis, project management, product development, shared services, and customer experience.

Michele has a Bachelor's degree in Business Management and Economics from Empire State College and holds numerous certifications and designations including but not limited to her Property & Casualty Agent's License, Project Management Professional (PMP), Chartered Property Casualty Underwriter (CPCU), and Lean Six Sigma Black Belt (LSSBB).