



**Matthew Burke,**  
*Professional Associate*



2 years with ESIS

Millennials have become the largest generation in the workforce. Matthew Burke, a Professional Associate at ESIS, discusses the strengths of being a millennial in the workplace and how we can overcome the communication gap with other generations.

#### **How has your position evolved since your start with ESIS?**

It evolved rather quickly. I joined ESIS in 2018 to do some RFP writing and work with the marketing team. We landed a large IAM account which gave me the opportunity to shift gears. I got heavily involved with implementation and since then my job has evolved from implementation to being a system admin for our claims system, and now I work in a business analyst type role! I appreciate the opportunity to work in different areas and learn different aspects of winning, onboarding and managing accounts.

#### **What do you think draws millennials to this industry?**

I would say the amount of opportunities that are out there. You couldn't count on all your toes and your fingers how many different job titles and positions there are in large companies like Chubb. There are thousands of things you can do in the insurance/TPA industry. You don't need a specific degree for a specific position. The opportunities are endless.

#### **What are strengths that millennials bring to the industry?**

We've grown up with the technology and seen how fast it's moving and how fast it's going to continue to move. Being tech savvy the way that we are allows us to keep pushing the limits. Millennials bring in this new, fresh set of ideas whether it's relating to technology or a new way of doing something. I would also say we're pretty good multitaskers! If you ever see someone walking down the street, they're walking, talking, texting, emailing... that's a good indication that they're probably a millennial.

#### **What is your favorite thing about your job?**

Probably collaborating with people. I love weaving in different teams and different sets of individuals to work together on projects. After the projects are finished I love seeing those people continue to succeed.

#### **What do you hope to gain from this industry?**

Being so young in my career I think I just hope to gain a wealth of knowledge. That way I can make informed decisions. For example, should I leave the insurance industry eventually to start my own company. I would like to have enough knowledge to grow as a person and as a professional. There's a lot to learn from this industry and weaving both your personal and professional growth together really sets you up for success.

#### **Do you have anything you'd like to say to other generations to help them better understand/communicate with millennials in their workplace?**

As millennials, we want a wealth of information, but we don't need that explained to us in little bite-sized pieces. If you give us all of the information, we can figure out what to do with it and how to break it down. Coming into an industry with a workforce that includes a lot of people who are older than millennials, there's definitely a bit of a communication gap. We just ask that you trust us. So many times you sit down in an interview for an entry level position that's asking for 5-6 years of experience. That doesn't make a lot of sense and it suggests that there's very little confidence in the younger generations.

I appreciate that ESIS gave me a job when I had no experience, let me try different things and encouraged me to find a position where I could really contribute value.

#### **Do you have any advice for those just now entering the industry?**

Don't be afraid to ask questions. And if you have the capacity to take on more job duties or a new project or role, you have to do it. You need to prove that you're important and you bring enough to the table to warrant you staying with the company. The experience is worth the time and effort you put in. It will only bring you more opportunities in the future.