



MICHAEL ANDERSON

Senior Claims Adjuster

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SUMMARY

Distinguished claims adjuster with over a decade of experience in the property and casualty insurance sector. Expertise in evaluating complex claims, conducting thorough investigations, and ensuring compliance with regulatory requirements. Proven track record of managing high-value claims, negotiating settlements, and mitigating risks. Adept at utilizing advanced software tools for claims management and analysis, leading to enhanced operational efficiency.

WORK EXPERIENCE

Senior Claims Adjuster Allied Insurance Group

Jan 2023 - Present

- Evaluated and processed high-value claims, ensuring adherence to company policies and state regulations.
- Conducted in-depth investigations involving interviews, site visits, and evidence collection.
- Collaborated with legal teams to assess liability and prepare case files for litigation.
- Utilized claims management software to streamline workflows and maintain accurate records.
- Led training sessions for junior adjusters on best practices and regulatory compliance.
- Implemented process improvements that reduced claim processing time by 20%.

Claims Adjuster XYZ Insurance Co.

Jan 2020 - Dec 2022

- Managed a diverse portfolio of claims from initial investigation to settlement.
 - Communicated effectively with clients to gather necessary documentation and information.
 - Analyzed claims data to identify trends and recommend adjustments to policies.
 - Developed comprehensive reports outlining findings and recommendations for management.
 - Maintained compliance with state and federal insurance regulations throughout the claims process.
 - Achieved a satisfaction rating of over 95% from clients through effective communication and resolution strategies.
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EDUCATION

Bachelor of Science in Business Administration, University of California, Berkeley

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** claims evaluation, risk assessment, negotiation, regulatory compliance, analytical skills, client relations
- **Awards/Activities:** Recognized as 'Top Adjuster of the Year' in 2021 for outstanding performance and client satisfaction.
- **Awards/Activities:** Reduced claims processing time by 30% through the implementation of new technologies.
- **Awards/Activities:** Successfully handled over 1,000 claims with a settlement rate exceeding 90%.
- **Languages:** English, Spanish, French