MA

Phone: (555) 234-5678

Email: michael.anderson@email.com

Address: San Francisco, CA

Website: www.michaelanderson.com

EXPERTISE SKILLS

- auto claims
- negotiation
- client communication
- data analysis
- process improvement
- software proficiency

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Business Administration, University of Michigan

REFERENCES

John Smith
Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson
Director, Innovation Labs
sarah.j@email.com

Michael Brown
VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

AUTO CLAIMS ADJUSTER

Accomplished claims adjuster with a robust background in auto insurance claims management. Expertise in evaluating accident claims, determining liability, and negotiating settlements with a focus on customer satisfaction. Demonstrated ability to utilize advanced analytics and claims management software to optimize workflows and improve efficiency. Recognized for exceptional attention to detail and the ability to work under pressure in a fast-paced environment.

PROFESSIONAL EXPERIENCE

Metro Auto Insurance   *Mar 2018 - Present*
Auto Claims Adjuster

- Evaluated auto accident claims to determine liability and appropriate settlement amounts.
- Conducted interviews with claimants and witnesses to gather relevant information.
- Utilized claims management software to track claim status and document findings.
- Negotiate settlements with clients, ensuring fair and timely resolutions.
- Collaborated with repair shops and medical providers to assess damages and treatment needs.
- Achieved a 95% client satisfaction rating through effective communication and service.

AutoSafe Insurance   *Dec 2015 - Jan 2018*
Claims Support Specialist

- Provided administrative support to the claims department, streamlining processes.
- Assisted adjusters in gathering documentation and evidence for claims processing.
- Maintained organized records of claims activities and communications.
- Communicated with clients regarding claim status and required documentation.
- Generated reports to track claims metrics and departmental performance.
- Improved departmental efficiency by implementing a new filing system.

ACHIEVEMENTS

- Achieved a 30% reduction in claims processing time through software optimization.
- Recognized as 'Top Performer' in the department for three consecutive years.
- Successfully resolved over 500 claims with an average settlement time of under 30 days.