MICHAEL
ANDERSON

Cyber Claims Adjuster

- San Francisco, CA
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Innovative claims adjuster with a specialization in technology and cyber insurance claims. Extensive experience in assessing claims related to data breaches, cyber incidents, and technology liability. Proven ability to analyze complex technical data and collaborate with IT professionals to determine the validity of claims. Strong communicator with exceptional negotiation skills, adept at managing client expectations in high-pressure situations.

WORK EXPERIENCE

Cyber Claims Adjuster | TechGuard Insurance   Jan 2022 – Present

- Managed cyber insurance claims, including data breaches and technology-related incidents.
- Conducted thorough investigations to assess the impact and liability of cyber incidents.
- Collaborated with cybersecurity experts to analyze technical data and determine claim validity.
- Negotiated settlements with clients, ensuring compliance with policy terms.
- Developed training programs on cyber risk management for adjusters and clients.
- Achieved a 98% resolution rate for cyber claims within established timelines.

Claims Analyst | SecureNet Insurance   Jul 2019 – Dec 2021

- Assisted in the evaluation and processing of cyber insurance claims.
- Monitored industry trends to inform claims handling and risk assessment.
- Maintained detailed records of claims activities and outcomes for reporting.
- Communicated with clients regarding claims status and required documentation.
- Conducted data analysis to identify emerging risks in the cyber landscape.
- Improved claims processing efficiency by 20% through process optimization initiatives.

SKILLS

cyber claims   risk assessment   negotiation   data analysis   technology proficiency   training

EDUCATION

Bachelor of Science in Information Technology   2015 – 2019
Stanford University

ACHIEVEMENTS

- Recognized for achieving the highest client satisfaction ratings in the department.
- Successfully managed a portfolio of over 250 cyber claims annually.
- Developed a training program that improved adjusters' understanding of cyber risks.

LANGUAGES

English   Spanish   French