MICHAEL ANDERSON

Senior Claims Analyst

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SUMMARY

Distinguished Claims Analyst with over a decade of comprehensive experience in evaluating, processing, and managing complex insurance claims. Expertise in leveraging analytical skills and regulatory knowledge to ensure compliance and mitigate risks. Demonstrated proficiency in collaborating with cross-functional teams to optimize claims processing workflows and enhance client satisfaction. Adept in utilizing various claims management software and methodologies to drive efficiency and accuracy in claim resolutions.

WORK EXPERIENCE

Senior Claims Analyst ABC Insurance Group
Jan 2023 - Present

- Evaluated and processed high-value claims exceeding $1 million.
- Collaborated with legal teams to resolve complex disputes and litigations.
- Implemented process improvements that reduced claim processing time by 25%.
- Conducted training sessions for junior analysts on best practices.
- Utilized advanced analytics tools to identify trends and prevent fraud.
- Managed a portfolio of over 300 claims annually, achieving a 95% resolution rate.

Claims Analyst XYZ Financial Services
Jan 2020 - Dec 2022

- Reviewed and adjudicated insurance claims to ensure accuracy and compliance.
- Engaged with clients to gather necessary documentation and provide updates.
- Conducted thorough investigations into claims involving potential fraud.
- Maintained detailed records of claims activities and outcomes.
- Assisted in developing training materials for new hires.
- Achieved a customer satisfaction rating of 98% through effective communication.

EDUCATION

Bachelor of Science in Finance, University of California, 2011
Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** claims processing, risk assessment, fraud detection, regulatory compliance, data analysis, customer service
- **Awards/Activities:** Received 'Outstanding Performance Award' for exceptional claims management.
- **Awards/Activities:** Improved claims processing efficiency by implementing a new digital tracking system.
- **Awards/Activities:** Recognized for achieving a 100% compliance score during internal audits.
- **Languages:** English, Spanish, French