



Michael ANDERSON

AUTOMOTIVE CLAIMS ANALYST

Strategic Claims Analyst with a focus on automotive insurance, bringing over six years of substantial experience in claims analysis and management. Demonstrates exceptional skills in investigating claims, assessing damages, and negotiating settlements to achieve favorable outcomes for clients and the organization. Proven ability to analyze data trends and implement strategic initiatives to enhance claims processing effectiveness.

CONTACT

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- www.michaelanderson.com
- San Francisco, CA

SKILLS

- automotive claims
- negotiation
- data analysis
- claims management
- customer service
- compliance

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN BUSINESS
MANAGEMENT, UNIVERSITY OF
MICHIGAN, 2017**

ACHIEVEMENTS

- Improved claims processing time by 20% through workflow optimization.
- Recognized as 'Employee of the Quarter' for outstanding performance.
- Achieved a 97% accuracy rate in claims adjudication during audits.

WORK EXPERIENCE

AUTOMOTIVE CLAIMS ANALYST

DriveSafe Insurance

2020 - 2025

- Evaluated automotive claims for validity and compliance with policy standards.
- Negotiated settlements with clients and third-party vendors.
- Conducted thorough investigations to ascertain claim details.
- Utilized claims management systems to track and manage workflows.
- Provided training and support to junior claims staff.
- Achieved recognition for maintaining a high level of client satisfaction.

CLAIMS PROCESSOR

AutoCare Insurance

2015 - 2020

- Processed automotive insurance claims in a timely and efficient manner.
- Communicated with policyholders to gather necessary documentation.
- Monitored claim statuses and ensured timely follow-ups.
- Assisted in training new employees on claims processing protocols.
- Conducted audits to ensure compliance with industry regulations.
- Received positive feedback for exceptional customer service.