MICHAEL ANDERSON

Senior Claims Manager

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SUMMARY

Distinguished Claims Executive with over a decade of extensive experience in the insurance sector, specializing in claims management and strategic oversight. Proven expertise in leading teams to optimize operational efficiency and enhance customer satisfaction through innovative claims processing solutions. Adept at utilizing advanced analytical tools to assess claims risk and implement robust fraud detection methodologies.

WORK EXPERIENCE

Senior Claims Manager XYZ Insurance Group   *Jan 2023 - Present*

- Directed the claims department, overseeing a team of 25 professionals.
- Implemented a new claims processing software, reducing processing time by 30%.
- Conducted training sessions on fraud detection techniques.
- Analyzed claims data to identify trends and improve loss ratios.
- Collaborated with the legal team on complex claims litigation.
- Developed and maintained relationships with external vendors to enhance service delivery.

Claims Adjuster ABC Insurance Solutions   *Jan 2020 - Dec 2022*

- Evaluated and processed insurance claims in accordance with company policies.
- Utilized claims management software to track and manage claims efficiently.
- Conducted on-site investigations for high-value claims.
- Communicated with policyholders to explain claims decisions.
- Worked closely with underwriters to assess risk factors.
- Prepared detailed reports for management review.

EDUCATION

Bachelor of Science in Business Administration, University of State   *Sep 2019 - Oct 2020*

ADDITIONAL INFORMATION

- **Technical Skills:** claims management, risk assessment, fraud detection, team leadership, analytical skills, customer service
- **Awards/Activities:** Achieved a 95% customer satisfaction rating in claims processing.
- **Awards/Activities:** Reduced claims processing costs by 20% through efficiency initiatives.
- **Awards/Activities:** Recognized as Employee of the Year for outstanding performance in claims management.
- **Languages:** English, Spanish, French