



Phone: (555) 234-5678

Email: michael.anderson@email.com

Address: San Francisco, CA

Website: www.michaelanderson.com

EXPERTISE SKILLS

- claims negotiation
- property insurance
- team supervision
- risk mitigation
- customer relations
- compliance

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Arts in Insurance Management, State University

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

CLAIMS SUPERVISOR

Proficient Claims Executive with a diverse background in property and casualty insurance. Expertise in claims negotiation and settlement, complemented by strong analytical and communication skills. Demonstrated success in managing high-volume claims and fostering relationships with clients and stakeholders to ensure satisfaction and compliance. Capable of leading teams through complex claims processes while maintaining a focus on risk mitigation and loss prevention.

PROFESSIONAL EXPERIENCE

Secure Property Insurance

Mar 2018 - Present

Claims Supervisor

- Supervised a team of claims adjusters, ensuring adherence to company policies.
- Reviewed and approved claims settlements, ensuring compliance with regulations.
- Conducted performance evaluations and provided coaching to team members.
- Implemented training programs on effective claims negotiation.
- Participated in strategic planning sessions to enhance claims operations.
- Maintained relationships with external adjusters and legal counsel.

Prime Insurance Group

Dec 2015 - Jan 2018

Claims Adjuster

- Investigated and evaluated property damage claims for accuracy.
- Collaborated with clients to gather necessary documentation.
- Utilized claims management software to process claims efficiently.
- Conducted field inspections to assess damage and determine liability.
- Provided detailed reports and recommendations to management.
- Facilitated communication between clients and insurance agents.

ACHIEVEMENTS

- Successfully reduced average claims settlement time by 25%.
- Received the Outstanding Supervisor Award for exemplary team leadership.
- Improved client satisfaction scores by 20% through enhanced communication.