MICHAEL ANDERSON

Senior Claims Investigator

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SUMMARY

Exemplary Claims Investigator with extensive expertise in fraud detection and risk assessment, possessing a proven track record of successful case resolutions. Demonstrated proficiency in analyzing complex claims and implementing investigative techniques that enhance operational efficiency. Adept in collaborating with law enforcement and legal teams to ensure compliance with regulatory standards. Known for meticulous attention to detail and the ability to synthesize vast amounts of data to identify discrepancies.

WORK EXPERIENCE

Senior Claims Investigator National Insurance Group   *Jan 2023 - Present*

- Conducted in-depth investigations into high-value claims, utilizing advanced forensic techniques.
- Collaborated with cross-functional teams to design and implement fraud prevention strategies.
- Developed comprehensive reports detailing findings and recommendations for claims adjustments.
- Utilized data analytics software to identify patterns indicative of fraudulent activity.
- Trained junior investigators on best practices in claims analysis and evidence collection.
- Presented case findings to management and stakeholders, ensuring thorough understanding of complex issues.

Claims Investigator Statewide Insurance   *Jan 2020 - Dec 2022*

- Performed preliminary investigations on claims to assess validity and determine necessary follow-up.
- Engaged with claimants and witnesses to gather detailed statements and evidence.
- Reviewed medical records and documentation to evaluate the legitimacy of claims.
- Maintained accurate records of investigations and outcomes in compliance with company policy.
- Coordinated with legal teams to prepare for litigation when necessary.
- Implemented new protocols that reduced investigation time by 20%.

EDUCATION

Bachelor of Science in Criminal Justice, University of California, Berkeley   *Sep 2019 - Oct 2020*

ADDITIONAL INFORMATION

- **Technical Skills:** fraud detection, risk assessment, data analysis, report writing, stakeholder communication, investigative techniques
- **Awards/Activities:** Recognized as Employee of the Year for outstanding contributions to fraud detection.
- **Awards/Activities:** Successfully reduced fraudulent claims by 30% through targeted investigations.
- **Awards/Activities:** Implemented a new training program that increased team efficiency by 25%.
- **Languages:** English, Spanish, French