



MICHAEL ANDERSON

LEAD CLAIMS INVESTIGATOR

CONTACT

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-  San Francisco, CA

SKILLS

- insurance law
- regulatory compliance
- investigative planning
- problem-solving
- communication
- data analytics

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF ARTS IN CRIMINAL JUSTICE,
UNIVERSITY OF SOUTHERN CALIFORNIA

ACHIEVEMENTS

- Increased team productivity by 40% through the implementation of new investigative protocols.
- Received the Excellence in Investigation Award for outstanding performance in fraud detection.
- Successfully collaborated on a case that resulted in a major fraud conviction.

PROFILE

Strategic and analytical Claims Investigator with a solid foundation in insurance law and regulatory compliance. Expertise in conducting thorough investigations to uncover inconsistencies and fraudulent activities within claims processes. Proven ability to leverage technology and data analytics to enhance investigative outcomes. Renowned for exceptional problem-solving skills and the capacity to work under pressure while managing multiple cases.

EXPERIENCE

LEAD CLAIMS INVESTIGATOR

Global Assurance Corp

2016 - Present

- Oversaw a team of investigators, providing guidance and training on complex claims investigations.
- Designed and executed comprehensive investigation plans for high-stakes claims.
- Utilized specialized software to track and analyze claims trends and anomalies.
- Engaged with law enforcement to assist in criminal investigations related to insurance fraud.
- Presented findings to senior management, influencing policy changes and operational improvements.
- Developed and maintained strong relationships with external law enforcement agencies.

CLAIMS ADJUSTER

Pioneer Insurance

2014 - 2016

- Evaluated insurance claims to determine liability and coverage eligibility.
- Conducted interviews with claimants, witnesses, and medical professionals.
- Analyzed documentation and evidence to support claims processing decisions.
- Collaborated with legal teams to prepare cases for litigation as necessary.
- Maintained detailed records of all interactions and investigations.
- Achieved a 95% accuracy rate in claims assessments during tenure.