



# MICHAEL ANDERSON

## Auto Claims Investigator

Results-oriented Claims Investigator with a focus on automobile insurance claims and extensive experience in accident investigation. Known for a methodical approach to analyzing claims and a strong commitment to uncovering fraudulent activities. Proven track record of working effectively with law enforcement agencies and legal representatives to resolve complex cases. Exceptional communication and negotiation skills facilitate effective collaboration with clients and stakeholders.

### CONTACT

- (555) 234-5678
- michael.anderson@email.com
- San Francisco, CA

### EDUCATION

#### Associate Degree in Business Administration

Community College of Philadelphia  
2016-2020

### SKILLS

- automobile claims
- accident investigation
- communication
- negotiation
- compliance
- workflow practices

### LANGUAGES

- English
- Spanish
- French

### WORK EXPERIENCE

#### Auto Claims Investigator

2020-2023

DriveSafe Insurance

- Conducted thorough investigations into automobile accident claims, assessing liability.
- Utilized accident reconstruction software to analyze incident circumstances.
- Collaborated with law enforcement to obtain accident reports and witness statements.
- Maintained detailed documentation of all investigative processes and outcomes.
- Trained new investigators on best practices for auto claims processing.
- Achieved a 95% accuracy rate in claims evaluations during tenure.

#### Claims Assistant

2019-2020

AutoInsure Co.

- Assisted in the processing of automobile insurance claims, gathering necessary documentation.
- Communicated with clients to clarify claim details and requirements.
- Reviewed claims for completeness and compliance with company policies.
- Coordinated with adjusters and investigators to facilitate claim resolution.
- Maintained accurate records of all claims processed and outcomes.
- Contributed to a 20% reduction in claims processing time through efficient workflow practices.

### ACHIEVEMENTS

- Recognized for outstanding performance with the Employee Excellence Award.
- Successfully identified and prevented fraudulent claims, saving the company significant resources.
- Improved client satisfaction ratings by 15% through enhanced communication practices.