



MICHAEL ANDERSON

CLAIMS SUPERVISOR

PROFILE

Accomplished Claims Officer with a robust background in property and casualty insurance, specializing in the management of claims investigations and settlements. Demonstrated expertise in conducting thorough investigations, analyzing complex data, and applying sound judgment to resolve claims disputes. Proven ability to build and maintain relationships with clients, legal counsel, and other stakeholders to facilitate timely resolutions.

EXPERIENCE

CLAIMS SUPERVISOR

Premier Insurance Agency

2016 - Present

- Supervised a team of claims adjusters, ensuring compliance with company policies and industry regulations.
- Analyzed claims data to identify patterns and implemented strategies to reduce fraud.
- Conducted performance reviews and provided coaching to enhance team effectiveness.
- Facilitated training workshops on negotiation techniques and claims management best practices.
- Collaborated with underwriting teams to evaluate risk and adjust policies accordingly.
- Developed and maintained relationships with external vendors to streamline claims processing.

CLAIMS ADJUSTER

XYZ Insurance Co.

2014 - 2016

- Investigated and evaluated insurance claims to determine validity and appropriate settlement amounts.
- Prepared detailed reports summarizing findings and recommendations for management review.
- Engaged with clients to gather necessary documentation and clarify claim details.
- Utilized industry-specific software to manage claims efficiently and track progress.
- Maintained accurate records and documentation to support claims decisions.
- Achieved a 98% accuracy rate in claims processing through meticulous attention to detail.

CONTACT

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

SKILLS

- Claims Investigation
- Fraud Detection
- Team Leadership
- Negotiation
- Client Relations
- Regulatory Compliance

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN RISK MANAGEMENT, UNIVERSITY OF FLORIDA

ACHIEVEMENTS

- Reduced claims processing time by 25% through the implementation of new operational protocols.
- Recognized for excellence in customer service with a company-wide award.
- Successfully resolved over 90% of claims without the need for legal intervention.