



Michael ANDERSON

AUTO CLAIMS ADJUSTER

Proficient Claims Officer with a comprehensive background in automobile insurance claims, specializing in the evaluation and resolution of complex claims scenarios. Skilled in leveraging technology and data analytics to drive decision-making and enhance claims processing efficiency. Strong aptitude for customer service, with a focus on maintaining positive relationships with policyholders throughout the claims journey.

CONTACT

- 📞 (555) 234-5678
- ✉️ michael.anderson@email.com
- 🌐 www.michaelanderson.com
- 📍 San Francisco, CA

SKILLS

- Claims Evaluation
- Negotiation
- Customer Service
- Data Analytics
- Auto Insurance
- Risk Assessment

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN BUSINESS
ADMINISTRATION, UNIVERSITY OF
MICHIGAN**

ACHIEVEMENTS

- Improved claims processing time by 20% through the adoption of new software solutions.
- Received recognition for outstanding customer feedback scores.
- Successfully reduced claim disputes by implementing clearer communication protocols.

WORK EXPERIENCE

AUTO CLAIMS ADJUSTER

AutoProtect Insurance

2020 - 2025

- Evaluated and processed automobile insurance claims, ensuring compliance with company policies.
- Conducted thorough investigations to determine liability and damages.
- Collaborated with repair shops and assessors to obtain accurate estimates for repairs.
- Utilized claims management software to track and document claims progress.
- Facilitated negotiations between clients and third-party insurers to resolve disputes.
- Achieved a 90% resolution rate for claims within 30 days through proactive follow-up.

CLAIMS PROCESSOR

SecureAuto Insurance

2015 - 2020

- Processed incoming claims submissions and ensured accuracy in documentation.
- Communicated with clients to clarify claim details and gather necessary information.
- Maintained comprehensive records of all claims and correspondence.
- Participated in team meetings to discuss claims trends and improvement opportunities.
- Trained new employees on claims processing systems and procedures.
- Recognized for excellence in customer service with a company-wide award.