

MICHAEL ANDERSON

Travel Claims Specialist

- San Francisco, CA
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Skilled Claims Officer with a specialization in travel insurance claims, demonstrating a keen understanding of the complexities involved in international claims management. Proven ability to assess risks, investigate claims thoroughly, and negotiate settlements that align with policy provisions. Recognized for exceptional customer service skills and the ability to maintain composure in high-pressure situations.

WORK EXPERIENCE

Travel Claims Specialist | WorldWide Travel Insurance

Jan 2022 – Present

- Processed international travel insurance claims, ensuring compliance with policy terms and conditions.
- Conducted investigations into claims related to trip cancellations, medical emergencies, and lost luggage.
- Communicated with clients to gather necessary documentation and provide updates on claim status.
- Collaborated with travel providers and medical professionals to verify claims.
- Maintained meticulous records of all claims activities and communications.
- Achieved a 93% customer satisfaction rate through effective resolution of claims.

Claims Processor | Safe Travels Insurance

Jul 2019 – Dec 2021

- Managed the processing of travel insurance claims, ensuring accuracy and adherence to company policies.
- Engaged with clients to clarify claim details and gather required documentation.
- Utilized claims management software to track and document claims progress.
- Participated in team discussions to identify trends and improve claims handling processes.
- Trained new staff on the specifics of travel insurance claims management.
- Recognized for outstanding performance with multiple service excellence awards.

SKILLS

Claims Management

Travel Insurance

Customer Service

Risk Assessment

Negotiation

Data Analysis

EDUCATION

Bachelor of Arts in International Relations

2015 – 2019

University of Denver

ACHIEVEMENTS

- Increased claims processing efficiency by 25% through streamlined workflows.
- Received 'Employee of the Year' recognition for exceptional service.
- Successfully resolved over 90% of claims without the need for escalation.

LANGUAGES

English

Spanish

French