

MICHAEL ANDERSON

Evaluation Analyst

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With over 6 years of experience as an Evaluation Specialist in the financial services industry, I have focused on assessing the effectiveness of financial programs and services. My expertise lies in developing evaluation frameworks that measure program performance and client satisfaction. I have collaborated with financial institutions to implement data-driven strategies that enhance service delivery and customer engagement.

WORK EXPERIENCE

Evaluation Analyst | Finance Solutions Group

Jan 2022 – Present

- Conducted evaluations of financial service programs, assessing their impact on client satisfaction.
- Utilized data analytics tools to analyze customer feedback and identify trends.
- Collaborated with cross-functional teams to develop metrics aligned with business objectives.
- Presented evaluation findings to management, influencing service improvement strategies.
- Prepared detailed reports that summarized evaluation results and actionable recommendations.
- Facilitated focus groups with clients to gather qualitative insights on service effectiveness.

Junior Evaluation Specialist | Banking Improvement Institute

Jul 2019 – Dec 2021

- Assisted in evaluating customer service programs to measure their effectiveness.
- Developed surveys to gather feedback from clients regarding service delivery.
- Collaborated with senior evaluators to analyze data and identify improvement opportunities.
- Prepared reports summarizing evaluation findings for internal stakeholders.
- Participated in training sessions on evaluation methodologies and data analysis.
- Managed data collection efforts to ensure accuracy and compliance with standards.

SKILLS

financial evaluation

customer satisfaction

data analysis

report writing

stakeholder engagement

service improvement

EDUCATION

Bachelor of Finance

2015 – 2019

University of Chicago

ACHIEVEMENTS

- Increased client satisfaction scores by 20% through targeted evaluations.
- Recognized for innovative evaluation practices in financial service assessments.
- Contributed to the development of a new client feedback tool adopted by the organization.

LANGUAGES

English

Spanish

French