



Michael ANDERSON

PERSONAL INSURANCE SPECIALIST

Innovative General Insurance Agent with a specialization in personal lines insurance, demonstrating a commitment to providing exceptional service and tailored solutions. Proven ability to build trust and rapport with clients, fostering an environment of open communication and transparency. Expertise in assessing clients' insurance needs and recommending appropriate coverage options. Strong background in claims management and customer service, ensuring that clients receive timely and effective support during the claims process.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Client Consultation
- Claims Management
- Personal Lines Insurance
- Market Research
- Customer Service
- Relationship Management

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN FINANCE,
UNIVERSITY OF FLORIDA**

ACHIEVEMENTS

- Achieved a 95% customer satisfaction rating based on client feedback surveys.
- Recognized for increasing policy renewals by 20% through personalized outreach.
- Successfully resolved 90% of claims within 24 hours, enhancing client trust.

WORK EXPERIENCE

PERSONAL INSURANCE SPECIALIST

HomeSafe Insurance

2020 - 2025

- Advised clients on personal insurance products, including auto and homeowners insurance.
- Conducted comprehensive needs assessments to determine coverage requirements.
- Managed the claims process, acting as a liaison between clients and adjusters.
- Utilized digital tools to enhance client interactions and service delivery.
- Organized community outreach programs to educate on insurance options.
- Maintained detailed records of client interactions and policy changes.

INSURANCE ADVISOR

SafeGuard Insurance

2015 - 2020

- Provided personalized consultations to assess insurance needs.
- Developed and maintained strong client relationships through regular follow-ups.
- Collaborated with underwriting teams to ensure timely policy issuance.
- Conducted market research to identify competitive pricing strategies.
- Educated clients on policy details and coverage limits.
- Participated in training sessions to enhance product knowledge.