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SKILLS

- Operations Management
- Policy Structuring
- Client Engagement
- Negotiation Skills
- Technology Implementation
- Risk Mitigation

EDUCATION

BACHELOR OF SCIENCE IN INSURANCE AND RISK MANAGEMENT, FLORIDA STATE UNIVERSITY

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased operational efficiency by 30% through process optimization.
- Received 'Agent of the Year' award for outstanding sales performance.
- Successfully expanded client base by 25% within one year.

Michael Anderson

INSURANCE OPERATIONS MANAGER

Results-oriented General Insurance Agent with extensive experience in both individual and commercial insurance sectors. Expertise in crafting comprehensive insurance strategies that mitigate risks and enhance client security. Adept at leveraging technology to improve service delivery and client engagement. Demonstrated success in managing high-stakes negotiations and complex policy structures. Strong analytical capabilities utilized to evaluate market conditions and tailor insurance offerings accordingly.

EXPERIENCE

INSURANCE OPERATIONS MANAGER

Elite Insurance Brokers

2016 - Present

- Oversaw daily operations of the insurance brokerage, ensuring compliance with regulations.
- Managed a team of agents, providing training and performance evaluations.
- Developed operational strategies to improve efficiency and client satisfaction.
- Implemented technology solutions to streamline claims processing.
- Facilitated cross-departmental collaboration to enhance service delivery.
- Analyzed financial reports to inform strategic decision-making.

INSURANCE AGENT

Trust Insurance Services

2014 - 2016

- Conducted client consultations to assess insurance needs and recommend appropriate products.
- Utilized CRM software to manage client relationships and follow-ups.
- Negotiated policy terms and pricing with underwriters.
- Provided ongoing client support throughout the policy lifecycle.
- Developed marketing strategies to attract new clients.
- Participated in industry workshops to stay current with trends.