



MICHAEL ANDERSON

CLAIMS ADJUSTER

CONTACT

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-  San Francisco, CA

SKILLS

- Claims processing
- Customer service
- Negotiation
- Data management
- Compliance
- Communication

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF ARTS IN BUSINESS ADMINISTRATION, UNIVERSITY OF TEXAS, 2016

ACHIEVEMENTS

- Reduced average claims processing time by 30% through improved workflows.
- Received a Customer Service Excellence Award for outstanding client support.
- Contributed to a project that enhanced claims tracking software, improving usability.

PROFILE

Accomplished Insurance Associate with extensive experience in claims processing and customer service excellence. Expertise in investigating and resolving claims disputes while maintaining compliance with industry regulations. Strong communication skills facilitate effective collaboration with clients, insurance professionals, and legal representatives. Proficient in utilizing claims management software to enhance operational efficiency and reduce processing times.

EXPERIENCE

CLAIMS ADJUSTER

Elite Claims Management

2016 - Present

- Investigated and processed insurance claims to determine validity and coverage.
- Communicated with clients to gather necessary documentation and information.
- Collaborated with legal teams to resolve disputes and negotiate settlements.
- Maintained detailed records of claims investigations and outcomes.
- Utilized specialized software to track claims status and processing timelines.
- Conducted training sessions for new hires on claims procedures and best practices.

INSURANCE ASSOCIATE

Standard Insurance Co.

2014 - 2016

- Supported the claims department in processing and reviewing insurance claims.
- Assisted clients with inquiries regarding policy coverage and claim status.
- Prepared reports on claims metrics and performance indicators.
- Facilitated communication between clients and adjusters to expedite resolution.
- Maintained an organized database of claims documentation and correspondence.
- Participated in team meetings to discuss process improvements and client feedback.