



MICHAEL ANDERSON

Senior Business Analyst

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SUMMARY

Highly analytical and detail-oriented Insurance Business Analyst with over a decade of experience in the insurance sector. Demonstrated expertise in evaluating business processes and systems to enhance operational efficiency and client satisfaction. Proficient in leveraging data analytics and financial modeling to inform strategic decision-making. Proven track record of collaborating with cross-functional teams to identify and implement process improvements.

WORK EXPERIENCE

Senior Business Analyst Global Insurance Corp

Jan 2023 - Present

- Conducted comprehensive analyses of insurance policies to identify trends and improvement opportunities.
- Developed and maintained performance metrics to track key business indicators.
- Facilitated workshops to gather requirements and align stakeholder expectations.
- Utilized advanced data analysis tools to enhance forecasting accuracy and risk assessment.
- Collaborated with IT teams to implement new software solutions that improved operational workflows.
- Prepared detailed reports and presentations for executive leadership, enhancing strategic planning efforts.

Business Analyst Insurance Solutions Inc.

Jan 2020 - Dec 2022

- Analyzed market trends and competitor offerings to inform product development strategies.
 - Streamlined claims processing procedures, reducing turnaround time by 25%.
 - Worked closely with underwriting teams to refine risk assessment models.
 - Conducted user acceptance testing for new software deployments, ensuring quality assurance.
 - Managed stakeholder communication to ensure alignment on project objectives.
 - Supported the development of training materials for new software tools, enhancing user adoption.
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EDUCATION

Master of Business Administration (MBA), University of Chicago

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** data analysis, risk management, stakeholder engagement, process improvement, financial modeling, project management
- **Awards/Activities:** Led a project that resulted in a 30% increase in customer retention rates.
- **Awards/Activities:** Awarded 'Employee of the Year' for outstanding contributions to process optimization.
- **Awards/Activities:** Successfully implemented a new claims management system, reducing costs by 15%.
- **Languages:** English, Spanish, French