



Michael

ANDERSON

BUSINESS ANALYST

Results-oriented Insurance Business Analyst with over five years of experience in leveraging data analytics to drive business outcomes within the insurance industry. Demonstrated capability in identifying operational inefficiencies and proposing innovative solutions that enhance productivity and profitability. Expertise in collaborating with stakeholders to gather requirements and translate them into actionable strategies.

CONTACT

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SKILLS

- business analysis
- process optimization
- stakeholder management
- data visualization
- CRM implementation
- training facilitation

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF ARTS IN ECONOMICS,
UNIVERSITY OF MICHIGAN**

ACHIEVEMENTS

- Recognized for improving operational workflows, resulting in a 20% increase in client satisfaction.
- Received commendation for successful implementation of a new customer feedback system.
- Contributed to a project that enhanced reporting accuracy by 30%.

WORK EXPERIENCE

BUSINESS ANALYST

United Insurance Partners

2020 - 2025

- Analyzed internal processes to identify areas for improvement, leading to a 15% increase in efficiency.
- Developed business cases for new initiatives, presenting findings to senior management.
- Collaborated with IT to implement a new CRM system that improved customer interactions.
- Facilitated training sessions for staff on new systems and processes.
- Conducted stakeholder interviews to gather insights on business needs.
- Prepared documentation for processes and system changes to ensure clarity and compliance.

JUNIOR ANALYST

Assured Life

2015 - 2020

- Supported senior analysts in data collection and analysis for business projects.
- Assisted in the preparation of reports and presentations for key stakeholders.
- Engaged with clients to gather feedback on service offerings and identify improvement areas.
- Utilized data visualization tools to present findings in an accessible format.
- Participated in cross-functional teams to enhance customer service processes.
- Maintained project documentation to ensure transparency and accountability.