

# MICHAEL ANDERSON

Client Relations Analyst

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Innovative Insurance Business Analyst with over four years of experience specializing in client relationship management and operational excellence. Skilled in analyzing customer data to identify trends and enhance service delivery. Proven ability to collaborate with multidisciplinary teams to optimize business processes and improve client satisfaction. Strong aptitude for problem-solving and critical thinking, enabling the development of effective solutions to complex challenges.

## WORK EXPERIENCE

### Client Relations Analyst | Customer First Insurance

Jan 2022 – Present

- Engaged with clients to gather feedback and identify areas for service improvement.
- Analyzed customer satisfaction data to recommend actionable enhancements.
- Collaborated with marketing teams to develop targeted campaigns for customer retention.
- Facilitated training sessions for staff on best practices in client relations.
- Utilized CRM software to track client interactions and service requests.
- Prepared reports detailing client feedback and recommendations for management.

### Business Analyst Intern | NextGen Insurance

Jul 2019 – Dec 2021

- Assisted in data collection and analysis for ongoing business projects.
- Supported the development of process documentation for internal use.
- Conducted market research to inform business strategies.
- Participated in team meetings to discuss project progress and challenges.
- Helped create presentations for stakeholder meetings.
- Maintained project schedules to ensure timely completion of tasks.

## SKILLS

client relations

data analysis

process optimization

stakeholder engagement

CRM systems

market research

## EDUCATION

### Bachelor of Science in Business Management

2015 – 2019

University of Florida

## ACHIEVEMENTS

- Improved client satisfaction scores by 20% through targeted initiatives.
- Recognized as 'Intern of the Month' for outstanding contributions during internship.
- Contributed to a project that enhanced service delivery processes, resulting in a 15% increase in efficiency.

## LANGUAGES

English

Spanish

French