



# MICHAEL ANDERSON

Claims Management Lecturer

Innovative insurance lecturer with a strong background in claims management and customer service excellence. Over 11 years of experience in the insurance industry, complemented by significant teaching experience in academia. Recognized for the ability to bridge the gap between theoretical knowledge and practical applications in claims processes. Committed to fostering a student-centered learning environment that promotes active participation and skill development.

## CONTACT

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- San Francisco, CA

## EDUCATION

### Master of Science in Insurance Management

University of Claims Studies;  
Bachelor of Arts in Business Administration  
City University

## SKILLS

- Claims Management
- Customer Service
- Curriculum Development
- Student Engagement
- Case Study Analysis
- Professional Development

## LANGUAGES

- English
- Spanish
- French

## WORK EXPERIENCE

### Claims Management Lecturer

2020-2023

College of Insurance and Risk Management

- Designed curriculum for courses focusing on claims processing and customer service in insurance.
- Utilized case studies to illustrate best practices in claims management.
- Facilitated workshops on enhancing customer service skills for insurance professionals.
- Mentored students on career pathways in claims and risk management.
- Conducted assessments to evaluate student understanding and application of claims concepts.
- Collaborated with industry partners to provide students with internship opportunities.

### Claims Adjustment Specialist

2019-2020

Premier Insurance Group

- Managed the claims process from initial report to resolution, ensuring compliance with policy standards.
- Conducted thorough investigations to determine claim validity and value.
- Collaborated with legal teams to resolve complex claims disputes efficiently.
- Provided training to new employees on claims procedures and best practices.
- Utilized claims management software to streamline workflows and improve efficiency.
- Presented findings to management, recommending process improvements based on data analysis.

## ACHIEVEMENTS

- Increased student internship placements in insurance companies by 40%.
- Recognized for excellence in teaching by the College of Insurance.
- Developed a mentorship program that improved student retention rates by 30%.