



MICHAEL ANDERSON

Senior Operations Manager

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SUMMARY

Dynamic and results-driven Insurance Operations Executive with over 15 years of comprehensive experience in optimizing operational efficiencies within the insurance sector. Proven track record in implementing innovative strategies that enhance service delivery, reduce operational costs, and improve customer satisfaction. Adept at leading cross-functional teams through complex projects, leveraging extensive knowledge of regulatory requirements and risk management.

WORK EXPERIENCE

Senior Operations Manager Global Insurance Solutions

Jan 2023 - Present

- Directed operational strategy, achieving a 20% reduction in processing times.
- Implemented a new claims management system, enhancing efficiency by 30%.
- Managed a team of 50, fostering a high-performance culture through targeted training programs.
- Ensured compliance with industry regulations, resulting in zero non-compliance incidents.
- Led cross-departmental initiatives, improving interdepartmental communication and collaboration.
- Utilized data analytics to identify trends, informing strategic decision-making.

Operations Analyst Insurance Innovations Inc.

Jan 2020 - Dec 2022

- Conducted detailed analysis of operational workflows, identifying opportunities for efficiency gains.
- Collaborated with IT to develop an automated reporting system, reducing manual workload by 40%.
- Assisted in the design of a customer feedback program, improving satisfaction scores by 25%.
- Monitored key performance indicators, providing actionable insights to senior management.
- Facilitated training sessions on new processes, ensuring team adherence to best practices.
- Coordinated with external vendors to enhance service delivery and reduce costs.

EDUCATION

Master of Business Administration, University of Insurance Studies

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- Technical Skills:** Operational Management, Risk Assessment, Data Analytics, Team Leadership, Process Improvement, Regulatory Compliance
- Awards/Activities:** Received the 'Excellence in Operations' award for outstanding performance in process optimization.
- Awards/Activities:** Successfully led a project that resulted in a \$1M annual cost saving.
- Awards/Activities:** Recognized for developing a training program that improved employee retention by 15%.
- Languages:** English, Spanish, French