



MICHAEL ANDERSON

DIRECTOR OF OPERATIONS

PROFILE

Strategic and analytical Insurance Operations Executive with over 12 years of experience in driving operational excellence within the insurance industry. Expertise in developing and implementing process improvements that streamline operations and enhance customer experiences. Proven ability to manage large-scale projects and lead diverse teams, ensuring alignment with corporate objectives. Skilled in leveraging technology to enhance operational workflows and optimize resource allocation.

EXPERIENCE

DIRECTOR OF OPERATIONS

Premier Insurance Group

2016 - Present

- Oversaw the transformation of operational processes, resulting in a 25% increase in productivity.
- Developed strategic partnerships with technology providers to enhance service offerings.
- Implemented risk management frameworks that reduced claims exposure by 15%.
- Led a team of 75, enhancing team performance through leadership development initiatives.
- Streamlined underwriting processes, decreasing turnaround time by 35%.
- Facilitated workshops to align team objectives with organizational strategy.

OPERATIONS SUPERVISOR

Insurance Dynamics

2014 - 2016

- Supervised daily operations, ensuring compliance with company policies and procedures.
- Analyzed operational data to identify inefficiencies, leading to process redesign initiatives.
- Trained staff on new software, increasing proficiency and reducing error rates.
- Coordinated with marketing to enhance customer engagement strategies.
- Conducted performance reviews, providing constructive feedback and professional development opportunities.
- Managed vendor relationships to optimize service delivery and reduce costs.

CONTACT

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SKILLS

- Project Management
- Process Optimization
- Stakeholder Engagement
- Risk Management
- Team Development
- Technology Integration

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN FINANCE,
COLLEGE OF BUSINESS

ACHIEVEMENTS

- Awarded 'Best Project of the Year' for successful implementation of a new claims processing system.
- Achieved a 40% reduction in customer complaints through operational improvements.
- Recognized for developing a mentorship program that increased team engagement scores.