



MICHAEL ANDERSON

Customer Service Manager

Experienced Insurance Professional with a focus on customer service excellence and operational efficiency, boasting over 11 years of experience in the insurance sector. Expertise in managing customer relationships and resolving complex issues to enhance client satisfaction. Proven ability to streamline operations and improve service delivery through effective process management. Strong interpersonal and communication skills, coupled with a commitment to fostering a positive team environment.

WORK EXPERIENCE

Customer Service Manager

2020-2023

Assured Insurance Services

- Managed a team of customer service representatives to deliver high-quality service.
- Implemented customer feedback systems to identify areas for improvement.
- Developed training programs to enhance staff skills and service quality.
- Resolved complex customer inquiries and complaints effectively.
- Monitored performance metrics to ensure service standards were met.
- Coordinated with other departments to address customer needs swiftly.

Operations Analyst

2019-2020

Insurance Solutions Group

- Analyzed operational processes to identify inefficiencies and recommend improvements.
- Developed reports to track operational performance and service delivery metrics.
- Collaborated with cross-functional teams to implement process enhancements.
- Conducted training sessions to promote operational best practices.
- Facilitated workshops to gather input from staff on operational challenges.
- Supported the implementation of new technologies to improve workflow.

ACHIEVEMENTS

- Recognized as 'Employee of the Month' for outstanding customer service performance.
- Increased customer satisfaction scores by 35% through targeted service initiatives.
- Streamlined operations resulting in a 20% reduction in turnaround time for customer inquiries.

CONTACT

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EDUCATION

Bachelor of Science in Business Management - University of Texas

University

2016-2020

SKILLS

- Customer Service
- Operations Management
- Process Improvement
- Team Leadership
- Performance Metrics
- Training Development

LANGUAGES

- English
- Spanish
- French