

MICHAEL ANDERSON

Insurance Account Manager

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Dedicated Insurance Relationship Manager with a focus on providing exceptional client service and achieving business objectives. Extensive experience in managing client accounts and developing customized insurance solutions. Strong problem-solving skills and the ability to analyze client needs effectively. Proven ability to build lasting relationships with clients through effective communication and understanding of their unique requirements.

WORK EXPERIENCE

Insurance Account Manager | Assured Insurance Agency

Jan 2022 – Present

- Managed client accounts, ensuring a 90% retention rate through personalized service.
- Developed customized insurance programs based on individual client assessments.
- Conducted regular reviews of client policies to ensure optimal coverage.
- Collaborated with claims teams to facilitate efficient claims processing.
- Utilized CRM tools to track client interactions and improve service delivery.
- Provided ongoing training for staff on client engagement best practices.

Client Relationship Coordinator | Integrity Insurance Solutions

Jul 2019 – Dec 2021

- Developed and maintained strong relationships with clients, resulting in a 25% increase in referrals.
- Executed client feedback initiatives to enhance service offerings.
- Facilitated client workshops on insurance literacy and claims processes.
- Analyzed client data to identify areas for service improvement.
- Collaborated with marketing teams to create effective communication strategies.
- Maintained up-to-date knowledge of industry trends and regulatory changes.

SKILLS

customer service

problem-solving

client engagement

team collaboration

communication

data analysis

EDUCATION

Bachelor of Science in Communications

2015 – 2019

University of Wisconsin

ACHIEVEMENTS

- Awarded 'Top Account Manager' for consistently exceeding client expectations.
- Achieved a 95% satisfaction rating through effective relationship management.
- Successfully led a project to streamline client onboarding processes, reducing time by 15%.

LANGUAGES

English

Spanish

French