MA

📞 (555) 234-5678

✉ michael.anderson@email.com

📍 San Francisco, CA

🌐 www.michaelanderson.com

SKILLS

- operational support
- compliance management
- data analysis
- policy administration
- training
- reporting

EDUCATION

BACHELOR OF ARTS IN BUSINESS ADMINISTRATION, STATE UNIVERSITY, 2015

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Recognized for achieving a 98% compliance rate during internal audits.
- Implemented process improvements that resulted in a 20% reduction in claims processing time.
- Received the Excellence in Service Award for outstanding client support.

Michael Anderson

MIDDLE OFFICE ANALYST

Dedicated and highly organized Middle Office Analyst with extensive experience in the insurance industry, focusing on operational support and compliance management. Over seven years of experience in coordinating and optimizing processes related to policy administration and claims management. Proven ability to analyze data and implement effective solutions to enhance operational efficiency.

EXPERIENCE

MIDDLE OFFICE ANALYST

Insurance Solutions Group

2016 - Present

- Managed policy administration processes, ensuring accuracy and compliance.
- Coordinated with claims departments to streamline workflows and improve turnaround times.
- Developed and maintained operational reports for management review.
- Facilitated training for staff on compliance and operational procedures.
- Analyzed operational data to identify areas for improvement.
- Collaborated with IT to enhance systems supporting operational functions.

OPERATIONS COORDINATOR

Secure Insurance Co.

2014 - 2016

- Supported the implementation of new insurance policy systems.
- Monitored compliance with internal policies and regulatory requirements.
- Assisted in preparing documentation for audits.
- Conducted data analysis to support operational decision-making.
- Facilitated communication between departments to enhance service delivery.
- Prepared operational metrics reports for executive review.