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SKILLS

- commercial vehicle insurance
- risk assessment
- client relationship management
- claims analysis
- negotiation
- business development

EDUCATION

**BACHELOR OF BUSINESS
ADMINISTRATION, UNIVERSITY OF
MICHIGAN, 2012**

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased commercial client retention rates by 30% through enhanced service delivery.
- Recognized as 'Top Performer' for exceeding sales targets by 35%.
- Successfully implemented a client feedback program that improved service ratings significantly.

Michael Anderson

COMMERCIAL VEHICLE INSURANCE SPECIALIST

Dedicated Motor Insurance Agent with a robust focus on commercial vehicle insurance, possessing over 9 years of relevant experience. Expertise in analyzing the unique risks associated with commercial fleets and providing tailored insurance solutions that drive business success. Demonstrated ability to build strong relationships with business clients, ensuring comprehensive understanding of their insurance needs.

EXPERIENCE

COMMERCIAL VEHICLE INSURANCE SPECIALIST

FleetGuard Insurance Services

2016 - Present

- Developed customized insurance programs for commercial vehicle fleets, addressing specific risks.
- Conducted on-site risk assessments to evaluate safety protocols and insurance needs.
- Established partnerships with local businesses to enhance referral opportunities.
- Provided training to clients on risk management strategies to minimize claims.
- Analyzed claims data to identify trends and recommend policy adjustments.
- Attended industry conferences to stay updated on market developments.

INSURANCE ACCOUNT MANAGER

Business Insurance Group

2014 - 2016

- Managed a portfolio of commercial clients, ensuring their insurance needs were met.
- Negotiated terms and conditions with underwriters to secure optimal coverage.
- Provided exceptional service, addressing client inquiries and concerns promptly.
- Conducted quarterly reviews with clients to assess coverage adequacy.
- Developed marketing strategies that increased client acquisition by 25%.
- Maintained detailed records of client interactions and policy changes.