



# MICHAEL ANDERSON

## POLICY SERVICING SPECIALIST

### CONTACT

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### SKILLS

- policy administration
- client engagement
- compliance adherence
- analytical skills
- communication strategies
- workflow optimization

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**MASTER OF BUSINESS  
ADMINISTRATION, FINANCE, BUSINESS  
SCHOOL, 2018**

### ACHIEVEMENTS

- Achieved a 98% compliance rating during internal audits.
- Recognized for outstanding contributions to client satisfaction initiatives.
- Played a key role in reducing policy processing time by 20%.

### PROFILE

Accomplished Policy Servicing Officer with a robust background in financial services, offering over six years of specialized experience in policy administration and client engagement. Demonstrated expertise in navigating complex regulatory environments and ensuring compliance with industry standards. A proactive problem-solver with a strong focus on optimizing operational workflows and enhancing client satisfaction.

### EXPERIENCE

#### POLICY SERVICING SPECIALIST

##### Premier Financial Group

*2016 - Present*

- Executed comprehensive policy reviews to ensure adherence to compliance standards.
- Developed client communication strategies that improved engagement rates by 40%.
- Coordinated with legal teams to ensure policy documentation met all regulatory requirements.
- Utilized policy management software to streamline processing and tracking.
- Conducted workshops to educate clients on policy benefits and updates.
- Implemented feedback mechanisms to gather client insights for service improvement.

#### JUNIOR POLICY ADMINISTRATOR

##### Financial Assurance Co.

*2014 - 2016*

- Assisted in the processing of policy applications and renewals.
- Maintained accurate records of client interactions and policy changes.
- Supported the development of compliance documentation for internal audits.
- Participated in cross-training initiatives to enhance team versatility.
- Utilized reporting tools to analyze service performance metrics.
- Engaged in client outreach programs to promote policy awareness.