



Michael ANDERSON

HEALTH POLICY SERVICING OFFICER

Innovative and resourceful Policy Servicing Officer with over five years of experience in the health insurance sector. Expertise in managing client policies and ensuring adherence to compliance standards. A dedicated professional with a strong focus on enhancing customer engagement through personalized service approaches. Adept at leveraging technology to optimize policy management processes and improve client access to information.

CONTACT

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SKILLS

- health insurance management
- client engagement
- compliance standards
- policy management software
- stakeholder collaboration
- process improvement

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN HEALTH ADMINISTRATION, UNIVERSITY OF HEALTH SCIENCES, 2016

ACHIEVEMENTS

- Recognized for achieving a 95% client satisfaction rate during service audits.
- Implemented a new client tracking system that improved response times by 20%.
- Contributed to a project that reduced claims processing time by 15%.

WORK EXPERIENCE

HEALTH POLICY SERVICING OFFICER

HealthFirst Insurance

2020 - 2025

- Managed a portfolio of health insurance policies, ensuring compliance with regulatory standards.
- Enhanced client communication strategies, resulting in a 25% increase in inquiries.
- Utilized policy management software to streamline processing and tracking of claims.
- Conducted client outreach programs to educate on policy benefits and updates.
- Collaborated with healthcare providers to facilitate smooth policy implementation.
- Analyzed feedback to improve service delivery and client satisfaction.

POLICY COORDINATOR

Wellness Insurance Group

2015 - 2020

- Assisted in the processing of health insurance policy applications and renewals.
- Maintained accurate records of client interactions and policy changes.
- Supported compliance audits by preparing necessary documentation.
- Engaged in client training sessions to enhance understanding of policy features.
- Utilized reporting tools to evaluate service performance.
- Participated in process improvement initiatives to enhance workflow.