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SKILLS

- commercial insurance
- policy administration
- client solutions
- regulatory compliance
- relationship management
- data analysis

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS MANAGEMENT, UNIVERSITY OF COMMERCE, 2014

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Achieved a 90% client retention rate through effective relationship management.
- Received the Customer Service Excellence Award for outstanding service delivery.
- Played a key role in implementing a new policy tracking system that improved efficiency.

Michael Anderson

COMMERCIAL POLICY SERVICING OFFICER

Dedicated Policy Servicing Officer with a solid foundation in commercial insurance, boasting over seven years of experience in policy administration and client service. Expertise in evaluating client needs and providing tailored insurance solutions that align with business objectives. A meticulous professional with a strong focus on regulatory compliance and risk management.

EXPERIENCE

COMMERCIAL POLICY SERVICING OFFICER

Commercial Insurance Agency

2016 - Present

- Administered commercial insurance policies, ensuring compliance with industry regulations.
- Developed customized policy solutions based on thorough client needs assessments.
- Collaborated with claims teams to facilitate timely resolution of client issues.
- Utilized policy management systems to track client interactions and service metrics.
- Conducted regular training sessions on compliance standards for team members.
- Engaged with regulatory bodies to ensure adherence to changing policies.

POLICY SERVICES REPRESENTATIVE

Integrity Insurance Group

2014 - 2016

- Processed policy applications and renewals for commercial clients.
- Maintained detailed records of client interactions and policy changes.
- Supported the development of marketing materials to enhance client engagement.
- Participated in compliance audits and prepared necessary documentation.
- Utilized CRM tools to improve client communication and service delivery.
- Assisted in training new employees on operational procedures.