

MICHAEL ANDERSON

Property Policy Servicing Manager

- San Francisco, CA
- (555) 234-5678
- michael.anderson@email.com

Experienced and detail-oriented Policy Servicing Officer with over nine years in the property insurance industry. Expertise in policy administration, compliance, and customer service. Proven track record of managing client relationships and ensuring satisfaction through effective communication and problem-solving strategies. Strong analytical skills support data-driven decision-making and process enhancements. Committed to maintaining high standards of service quality and operational excellence.

WORK EXPERIENCE

Property Policy Servicing Manager | Property Insurance Group

Jan 2022 – Present

- Oversaw the property policy servicing department, ensuring compliance with regulatory standards.
- Developed and implemented service protocols that improved client satisfaction.
- Conducted training for staff on compliance and policy management best practices.
- Collaborated with claims teams to facilitate timely resolution of client issues.
- Utilized policy management systems to enhance service delivery.
- Engaged with regulatory bodies to ensure adherence to changing policies.

Policy Servicing Representative | Home Insurance Solutions

Jul 2019 – Dec 2021

- Processed property insurance applications and renewals with a focus on accuracy.
- Maintained detailed records of client interactions and policy changes.
- Supported compliance audits and prepared necessary documentation.
- Engaged in client outreach programs to enhance policy understanding.
- Utilized data analytics to track service performance and client feedback.
- Participated in cross-training initiatives to enhance team versatility.

SKILLS

property insurance policy administration compliance customer service data analysis training and development

EDUCATION

Bachelor of Science in Insurance and Risk Management

2012

University of Insurance Studies

ACHIEVEMENTS

- Achieved a 98% client retention rate through effective relationship management.
- Received the Service Excellence Award for outstanding client service.
- Played a key role in implementing a new policy tracking system that improved efficiency.

LANGUAGES

English Spanish French