

JOHN ANDERSON

Project Manager

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PROFESSIONAL SUMMARY

Accomplished insurance operations leader with over 20 years of experience driving significant results in diverse insurance domains. Managed large-scale projects that improved operational workflows, achieving a 25% enhancement in efficiency and a 20% reduction in operational costs. Specialized in claims processing, vendor management, regulatory adherence, and implementing innovative solutions to optimize performance. Proven track record of executing end-to-end claims processes, leading cross-functional teams, and delivering exceptional service outcomes in domestic and global markets.

SKILLS

Claims Management • Project Coordination • Workflow Optimization • Vendor Negotiations • Compliance Management • Financial Oversight • Leadership Development • Operational Streamlining • Advanced Data Analysis • Stakeholder Engagement • Training Facilitation • Automation Deployment

PROFESSIONAL EXPERIENCE

XYZ Inc

Project Manager, Insurance Operations (Vendor Management)

Nov 2023 – Jul 2024

- Reengineered insurance processes for New Business, Policy Services, Underwriting, and Claims, significantly improving operational efficiency.
- Optimized vendor relationships, reducing daily operational discrepancies and enhancing workflow consistency.
- Directed multi-shift teams, aligning resources to drive profitability and streamline operations.
- Oversaw monthly profit and loss statements, devised cost-effective strategies during contract renewals, and achieved substantial cost savings.
- Spearheaded automation initiatives, decreasing manual efforts while improving SLA adherence and operational accuracy.
- Boosted compliance metrics through thorough audit management and process enhancements.
- Delivered data-backed insights during strategic performance reviews, positively influencing executive decision-making.

XYZ Inc

Senior Manager, Insurance Operations (Claims) | Sept 2022 – Oct 2023

- Directed group claims processes, achieving high SLA compliance and significantly reducing settlement times.
- Elevated claims accuracy with enhanced documentation verification and robust risk controls.
- Orchestrated resolution of high-priority cases, reducing pending claims through collaboration with cross-functional teams.
- Presented MIS reports and performance reviews, enabling data-driven management strategies.
- Introduced automation solutions, streamlining processes and driving continuous improvements.

XYZ Inc

Deputy Manager, Insurance Operations (Claims) | June 2018 – Aug 2022

- Administered claims exceeding INR 50 million, ensuring full compliance with policy terms and regulatory standards.
- Investigated fraud cases, mitigating non-compliance issues and strengthening fraud detection controls.
- Deployed automated claims management systems, streamlining workflows and improving operational efficiency.
- Delivered actionable insights to the Claims Committee, enhancing key performance indicators and decision-making processes.

XYZ Inc

Assistant Manager, Insurance Operations (Claims) | Sept 2015 – June 2018

- Oversaw group claims, ensuring high accuracy and strict adherence to compliance protocols and regulatory requirements.
- Implemented process automation solutions, reducing manual intervention and optimizing claims management systems.
- Improved claims workflows, enhancing operational efficiency and maintaining service-level agreement (SLA) standards.
- Provided analytical reports for high-priority cases, streamlining resolution timelines and supporting strategic decision-making.
- Facilitated team development initiatives, fostering skill enhancement and improving overall team productivity in claims operations.

XYZ Inc

Senior Executive, New Business Financial and Group Operations | Jan 2010 – Sept 2015

- Processed and issued high-value insurance policies, reducing turnaround times and ensuring compliance with underwriting guidelines.
- Streamlined fund transfer operations, enhancing client satisfaction and adherence to financial regulations.
- Coordinated with underwriting teams to manage complex insurance cases, ensuring timely resolutions and risk mitigation.
- Enhanced group policy administration processes, maintaining operational accuracy and regulatory compliance.
- Received recognition for exceptional performance in insurance operations and business administration.

XYZ Inc

Process Associate - New Business Operations | Sep 2007 – Feb 2009

- Created business plans for UK clients, ensuring full compliance with policyholder documentation, KYC verifications, and regulatory standards.
- Led anti-money laundering (AML) and KYC verification processes, maintaining flawless adherence to UK regulatory requirements.
- Strategized migration and business training initiatives in the UK, enhancing global operational workflows and business continuity.
- Developed a streamlined Hyperlink project file in Excel, optimizing process management and improving data accessibility in financial operations.

XYZ Inc

Executive (Core Operations - Claims) | Jun 2005 – Sep 2007

- Processed and settled life and health insurance claims for USA clients, maintaining high accuracy and adherence to policy terms.
- Verified anti-money laundering (AML) and KYC documentation, ensuring full compliance with regulatory standards and timely, accurate payments to beneficiaries.
- Trained new hires in claims processing workflows and compliance protocols, enhancing team productivity while maintaining SLA adherence and quality service.
- Earned multiple client appreciation letters for delivering exceptional customer service and achieving consistent results in claims management.

XYZ Inc

Junior Processing Officer - Trade Finance (Exports) | Jan 2003 – Apr 2005

- Managed export-related financial processes for HDFC Bank, ensuring complete accuracy in advance payments, collections, and KYC verifications.
- Achieved the highest issuance of Bank Realization Certificates (BRC) in the department, significantly enhancing customer satisfaction.

XYZ Inc

Executive - Customer Service and Administration | Jul 2002 – Dec 2002

- Managed daily cash flow, accounts, MIS, and customer service, contributing to an increase in successful internet service connections.
- Drove sales campaigns that generated the highest profits in the quarter, significantly improving customer retention rates..

EDUCATION & CERTIFICATION

MBA, Finance | University of Texas at Austin, March 2011

Bachelor of Commerce | University of Texas at Austin, April 2001

ADDITIONAL INFORMATION

Certifications: Diploma in System Management (Aptech Inc.), Diploma in Application and Programming (Ultimate Institute), Training in UNIX, C Language, and Internet (Indo German Institute), E-Commerce Development (St. Angelo's Institute)

Technical Skills: Proficient in Citrix, Group Asia, Life Asia, Ingenium, and Talisman systems, Advanced expertise in Excel, PowerPoint, and reporting tools.

Languages:

Awards: **Edelweiss Tokio Life Insurance Company:** Recognized as *Top Performer* for achieving 98% accuracy in claims management and driving operational excellence.

Capita Offshore Inc: Awarded for outstanding contributions in streamlining the Hyperlink project file and enhancing global business efficiency.

CETC: Honoured for exceptional leadership in training and delivering superior operational outcomes.