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| Michael Johnson | | |
| Summary  Experienced Senior Claims Adjuster with over 10 years in the insurance industry, specializing in complex claims management and dispute resolution. Adept at leading teams and improving claims processes to enhance customer satisfaction.  Work Experience  **Senior Claims Adjuster Jan 2018 – Present**  RST Insurance Los Angeles, CA   * Supervised a team of 5 adjusters, improving overall claim resolution efficiency by 30%. * Handled high-value and complex claims, reducing litigation cases by 40% through effective negotiation.   **Claims Adjuster May 2012 – Dec 2017**  UVW Insurance Los Angeles, CA   * Processed over 300 claims annually, achieving an average settlement time of 14 days. * Developed training materials for new hires, enhancing onboarding and reducing training time by 25%.   Education Bachelor of Science: Risk Management Jan 2011 *University of Southern California**Los Angeles, CA*  certifications   * Chartered Property Casualty Underwriter (CPCU) – The Institutes – 2015 * Certified Claims Professional (CCP) – Claims and Litigation Management Alliance – 2016 | Contact  (555) 123-4567  michael.johnson@example.com  Los Angeles, CA 90001  Skills  Leadership  Advanced Claims Management  Dispute Resolution  Strategic Planning  Risk Analysis  Training and Development  Customer Advocacy  Regulatory Knowledge  Project Management |