

# MICHAEL R. TURNER | CPCU, ARM

Claims • Risk • Compliance | michael.turner@email.com | 555-321-7788 | Hartford, CT

Background: Insurance professional with experience spanning claims adjustment, underwriting support, and regulatory compliance. Known for cross-functional coordination, loss analysis, and policy interpretation.

Core Competencies — Claims Investigation; Policy Interpretation; Loss Mitigation; Regulatory Reporting; Customer Escalations; Risk Analysis; Documentation Review

## Work History

### **Senior Claims Analyst** (2018–Present)

Northeast Mutual Insurance Group, Hartford CT

- Lead complex commercial property and casualty claims exceeding \$500K
- Interpret policy language to determine coverage and exclusions
- Coordinate with legal counsel, adjusters, and external investigators

### **Claims Adjuster** | 2014–2018

Pioneer Assurance Co.

- Conducted on-site and desk claim investigations
- Prepared loss summaries and settlement recommendations
- Maintained compliance with state insurance regulations

## Education & Training

B.A. Economics — Central Connecticut State University (2013)

Continuing Education: Insurance Law Updates, Fraud Detection Workshops

Credentials: Chartered Property Casualty Underwriter (CPCU); Associate in Risk Management (ARM); State of Connecticut Licensed Claims Adjuster

Systems exposure includes Guidewire ClaimCenter, Duck Creek, ISO ClaimSearch, Microsoft Excel (loss modeling), internal policy management platforms.

## Other Notes

Eligible to work in the U.S. without sponsorship. Available for hybrid or remote roles. Professional interests include insurance technology modernization and claims automation.