

# ROBERT DE JESUS

BUSINESS ANALYST

## CONTACT



954.994.4375



robertdejesus@duck.com



Coral Springs, FL 33065

## SKILLS

- **Data Analysis:** Proficient in analyzing data to identify trends, patterns, and insights.
- **Problem Solving:** Adept at troubleshooting and resolving issues to ensure smooth project workflows.
- **Organizational Skills:** Strong organizational abilities to manage tasks, timelines, and project resources effectively.
- **IT Proficiency:** Skilled in IT troubleshooting with expertise in Citrix, Cisco Finesse, Jabber, Cisco email & Chat.
- **Training and Development:** Proven ability to lead and develop teams, ensuring high performance standards.
- **Performance Metrics:** Experienced in analyzing performance metrics to enhance operational efficiency.
- **Customer Service Management:** Solid background in managing customer service processes and addressing inquiries.
- **Process Improvement:** Track record of implementing process improvements for enhanced workflow.

## PROFESSIONAL SUMMARY

Dynamic Team Leader with a proven track record at Global Benefits Group in enhancing customer service operations and team development. Leveraged data analysis and IT proficiency to boost operational efficiency. Excelled in implementing Cisco solutions and fostering strong relationships, ensuring seamless project workflows and client satisfaction. Fluent in English and Spanish.

## EXPERIENCE

March 2020 - Present

### Team Leader

Global Benefits Group

- Managed and developed a team of 5 customer service agents
- Conducted daily efficiency reviews, ensuring KPIs were met
- Implemented Cisco Enterprise chat and email
- Led the creation of a service team for a \$40M health policies portfolio
- Coordinated testing for mobile applications and agent portal.

October 2019 - Present

### Senior Account Coordinator

Global Benefits Group

- Programmed rules in Outlook for efficient email assignment
- Trained new employees for GBG Elite 2 and GBG Elite 3
- Assisted with escalated cases and collaborated with claims departments.

October 2016 - Present

### On-call (5 PM - 8 AM) Preauthorization Coordinator

Global Benefits Group

- Reviewed medical records for preauthorization requests
- Coordinated air ambulance services
- Managed urgent calls and after-hours benefits inquiries.

October 2016 - Present

### Account Coordinator

Global Benefits Group

- Handled agent calls and emails, specializing in Venezuela claims
- Managed service and claims for high-value group policies
- Assisted agents with billing statements and payment inquiries.

- Relationship Building: Effective in building positive relationships with team members, clients, and stakeholders.
- Project Implementation: Proficient in implementing projects, including Cisco Enterprise Chat and Email deployment.
- Testing and QA: Skilled in conducting testing procedures, particularly in mobile applications and agent portals.
- Auto Report Programming: Experienced in programming auto delivery of reports, specifically ECE Reports.
- Claim Resolution: Proficient in handling claim resolutions and managing escalations effectively.
- Service-oriented Mindset: Cultivated a service-oriented mindset among team members for optimal client satisfaction.
- Bilingual: Fluent in both English and Spanish.
- Office 365
- Terminal
- Citrix
- Cisco Finesse
- Cisco Enterprise Chat and Email

## LANGUAGES

---

- **Spanish**  
Native
- **English**  
Native

February 2015 - Present

### **Senior Customer Service Specialist**

Best Doctors, Inc.

- Provided support for escalated calls
- Trained new customer service personnel
- Monitored call quality with Cisco software.

May 2013 - Present

### **Customer Service Specialist**

Best Doctors, Inc.

- Managed customer inquiries and claims
- Analyzed and explained claim denials
- Ensured compliance with HIPAA guidelines.

## EDUCATION

---

April 2008

### **Bachelor of Arts in Economics**

Florida International University, Miami, FL

## SPECIALIZED TRAINING

---

Six Sigma Green Belt Certified

## REFERENCES

---

**References available upon request**