

**MADLINE OCHOA**  
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### **PROFESSIONAL SUMMARY**

Trusted and dependable English/Spanish bilingual team member with excellent communication skills and the ability to establish, develop, and maintain positive working relationships with clients and co-workers. Customer focused professional with exceptional organizational and problem-solving aptitude. Accustomed to working in fast-paced environments.

### **PROFESSIONAL EXPERIENCE**

#### **Marsh McLennan Agency**

**May 2019 to Present**

Receptionist

Responsibilities include greeting clients, answering phones over 100 calls per day.

Handle In/Out going mail/shipping for company and U.S. Mail. Fed-Ex & UPS

Handle checks log in and mailing to lockbox.

Distribution of two in boxes to include cancellation, faxes and policy information to Account Managers.

Assist in the preparation of business proposals, printing, sorting, laminating, binding, and delivering of proposals and insurance benefit guides in a timely matter to Account Mangers.

Schedule phone coverage for co-workers.

*Marketing Coordinator changed role to Receptionist.*

Prepare materials to assist with marketing and communication projects.

Provide technical support as needed in development of marketing strategy by line of business.

Assist and conduct market and competitive research as well as draft and assist the preparation of marketing presentations and the development of marketing materials.

Translation of marketing materials and voice recording from English to Spanish of marketing material for clients.

*Promoted from Administrative Specialist to Marketing Coordinator*

Responsibilities included greeting clients, answering phones.

Handle In/Out going mail/shipping for company and U.S. Mail. Fed-Ex & UPS

Order company supplies, maintain supply room.

Assist in the preparation of business proposals, printing, sorting, laminating, binding, and delivering of proposals.

#### **AMA Solutions, LLC**

##### **Virtual Marketing Resources and Consulting Services**

**November 2017 – November 2022**

Executive Assistant to President / Coordinator

Administrative Services for City and County Pre-Qualification Certification

Proposal responses to RFP's. RFQ's and Invitation to Bid

Visually Engaging Graphic Design support on company brochures, brand logos

Notarizations, Payroll and Accounts Receivable

*Remote Customer Care Specialist for home for Ebay, TXU, Intuit*

*Promoted to Executive Assistant to President*

Provide efficient and prompt customer follow-up on unresolved issues.

Coordinate efforts with other support teams when necessary

Research existing processes using knowledge base software and available job aids.

Utilize previous hospitality, customer services experience and knowledge to trouble shoot issues with customers.

Complete all training requirements resulting from ongoing quality monitoring assessments.

Ensure quality processes and customer satisfaction on all customer interactions.

Educate customers on the products and training resources available. Identify and communicate critical issues quickly and escalate to appropriate points of contact.

Keep up to date with frequently changing processes and procedures.

**Best Doctors Latin America****June 2018 – December 2018**

Client Service Specialist

Serve as the direct representation of the company promoting the company's level of service by evaluating, researching and answering all inquiries which include claims, products and insurance benefits in a professional and concise manner.

Handling and solving customer complaints regarding claims process and/or service working closely with other internal departments to request information required to finalize a case.

Logs, tracks, and processes appeals and grievances. Record details of comments, inquiries, complaints and actions regarding case.

Present appeals cases to the committee and prepare communication of resolution to clients and agents

Contact customers to gather information and communicate disposition of case.

Conduct pertinent research in order to evaluate, respond, and close appeals within regulatory guidelines

Enter payment information in system and follow up on pending payments.

Develop relationships with all levels of clients and department management.

Coordinate calls and provide reports to agents on service on a weekly basis to address issues proactively

Collaborate with sales and medical staff to resolve problems and develop service enhancements.

Handle special projects and/or other related assignments as needed.

**Bupa Latin America****August 2016 – April 2018**

Customer Service Representative

Evaluate preauthorization requests from providers and customers.

Provide support to brokers, providers and policy holders in Latin America and United States.

Identify and resolve member claims, customer questions,

**U.S. Med****July 2015 – February 2016**

Provider Licensing Specialist

Compile, analyze, interpret, completed license applications and submitted to all 50 states.

Collaborated with Compliance Team and Secretary of State offices throughout US in order to ensure that company remains current and in good standing with all relevant licensing agencies.

**Life Save RX Pharmacy****July 2011- July 2015**

Executive Assistant/Office Manager

Responsibilities consist of day-to-day office duties.

Supervised the staff and office.

Daily schedule for President and Vice president, travel and itinerary

**America Bankers Insurance Company /Assurant****March 1998 – July 2011**

Client Licensing Representative

Licensed, Renewed Insurance licenses for agents and companies in 50 states

**EDUCATION**

Florida Adjuster All Lines License 6-20  
Miami Dade Community College Miami, FL

**SOFTWARE**

MS Word, MS Excel, MS PowerPoint, MS Access, InDesign, Kronos, Tracker Licensing System, CPR (Complete Patient Record), QuickBooks, Lotus Notes, Outlook