***Daina Bazil***

*18711 Ne 3rd Ct North Miami Fl 33179
786-815-6224
Bazil\_daina@yahoo.com****OBJECTIVE***

*A detail-oriented and organized professional seeking the position of Insurance Licensing Coordinator. Offering expertise in managing licensing processes, maintaining regulatory compliance, and supporting insurance professionals in obtaining and renewing state and federal licenses. Committed to streamlining operations, ensuring accuracy, and contributing to the overall efficiency of the licensing department.*

***SKILLS PROFILE***

*Spoken in written fluency in English*

*Great time management and keen eye to detail*

*Critical thinking skills*

*Proficient in Word, Excel, PowerPoint, and video conferencing*

*Excellent telephone etiquette and written/ verbal communication skills ability to clear articulate complex information to varied constituencies.*

*Active Listening Skills*

*Great organizing and prioritizing skills
Great customer service background with ability to remain patient, calm and empathetic in challenging situations*

*Great with adapting to change
Ability to multitask*

*Strong interpersonal skills*

*Ability to respond positively in stressful environment*

***LICENSE***

*Licensed Pharmacy Technician With The State Of Florida Board Of Pharmacy****EMPLOYMENT HISTORY***

***Enhance Health***

***July. 2021- Present***

***Insurance Licensing Specialist***

*Ensuring all agents, brokers, and other relevant personnel have up to date and valid licenses to operate in the necessary states.*

*Coordinating the application process for new licenses and managing the timely renewal of existing ones, ensuring compliance with state specific requirements.*

*Staying informed about changes in the state laws and regulations to ensure the company is always compliant.*

*Understand the different types of insurance (lines of authority)*

*Liasing with state insurance departments or other regulatory bodies to resolve any licensing issues, respond to audits, and facilitate updates or corrections.*

*Keep track of all licenses, expiration dates, continuing education requirements, and any other compliance related deadlines. This often involves managing a system for tracking and reporting.*

*Understanding of NAIC, NIPR and other insurance industry organizations*

*Assisting agents and staff with understanding licensing requirements, completing necessary documentation, and ensuring compliance with continuing education requirements.*

*Addressikng any licensing discrepancies or issues that may arise, such as delays, expired licenses, or missing documentation.*

*Preparing for internal or external audits related to licensing and ensuring that all documentation is properly filed and accessible.*

***Cvs Simpledose Call Center***

***May. 2019- Apr.2021***

*Inbound and Outbound Customer Service Pharmacy Technician*

*Enroll patients in simple dose service which is presorting patients prescriptions in a box and delivered to patients home or local cvs store. \*

*Proactive engagement of program benefits and how the service can help them manage their medications.*

*Entered patient data into the system.*

*Reach out to patients for Monthly check ins to ensure there is no changes to patients medications and or address or card on file for any co pays before shipping out box.*

*Communicate with doctors for any new prescription or refills needed for a prescriptions.*

*Apply best practices in responding to patients questions or objections and ensure high- quality follow up in responding to member inbound calls.*

***Walgreens Call Center (Medication Therapy Management)***

***Jan. 2018- April. 2019***

*Outbound Medication Adherence Pharmacy Technician*

*Make outbound calls to patients regarding patient medication adherence*

*Interact with healthcare professionals of all levels regarding patients’ medication*

*Reach out to the pharmacy or doctor to assist patients with medication refills, medication synchronization or 90-day supply requests.*

*Supports medication adherence patient prescription request and needs*

*Entered patient data into system.*

*Facilitates and coordinates the process whereby prescriptions are sent into the pharmacy fron patients, processed appropriately, adjudicated to third party insurance, packaged and prepared to dispense to patient*

*Work to remove barriers to ensure patients prescription regimen are provided.*

*Provides feedbacks and solutions on how to improve the medication adherence patient experience.*

***Alorica- Direct TV***

***Mar.2014- May 2015***

*Customer Service Representative*

*Greet customers warmly and ascertain problem or reason for calling.*

*Read from scripts.*

*Assist with complaints, orders, errors, account questions, billing, cancelations, and other queries.*

*Escalate issues to management as appropriate*

*Document and retain all pertinent information*

*Upsell products*

*Close out or open call records.*

***EDUCATION
Diploma November, 2015****Mavericks High School, Miami, FL*