Ariel Fredes

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PROFESSIONAL SUMMARY

Dedicated and detail-oriented Broker Support Team Leader with two years of experience leading a team and implementing strategies to enhance department performance. Proficient in CRM software and Microsoft Office products, with a strong focus on customer service and data accuracy. Proven ability to resolve escalated issues and maintain a positive work environment.

EDUCATION

Florida Atlantic University, College of Engineering and Computer Science **2017-2020**
Computer Hardware Engineering Boca Raton, FL

WORK EXPERIENCE

Enhance Health **August 2023-Present**
Broker Support Team Leader Sunrise, FL

Supervises and leads a team of broker support specialists, providing guidance, coaching, and mentoring to ensure optimal performance and productivity.

- Develops and implements strategies to enhance the efficiency and effectiveness of the broker support team's operations by using workflow software such as JIRA and Monday.com.
- Acts as a liaison between the broker support team and other departments within the organization, facilitating communication and collaboration and ensuring accurate data across the organization.
- Monitors key performance metrics and conducts regular performance reviews to assess individual and team performance.
- Resolves escalated issues and inquiries from brokers, customers, and leadership, demonstrating strong problem-solving and decision-making skills.
- Fosters a positive and collaborative work environment, promoting teamwork, accountability, and continuous improvement.

Enhance Health **August 2022-August 2023**
Broker Support Specialist Sunrise, FL

Managing backend data related to agent's health insurance licenses and appointments.

- Assist health insurance brokers by answering any questions related to carrier appointments utilizing a CRM.
- Completed data entry tasks with accuracy and efficiency.
- Communicated with supervisors and colleagues to process data quickly and resolve discrepancies.
- Utilize Microsoft Excel and other Microsoft Office products to ensure data accuracy.
- Regularly conduct data audits to ensure data accuracy.

CERTIFICATIONS/TECHNICAL SKILLS

HarvardX: CS50's Introduction to Programming with Python **2025**
JIRA Software Essentials Certification **2024**
- Learn the fundamentals of Jira, including navigation, creating projects, and managing issues (tasks, bugs, etc.).
- Understand how to use Scrum and Kanban boards, manage backlogs, and work with Epics, Stories, and Sprints.
- Configure and manage workflows, permissions, and project settings to fit the team's needs.
- Create and customize reports and dashboards to track project progress and team performance.
- Use Jira's collaboration features (comments, mentions) and set up basic automation rules to streamline tasks.

Health Insurance License **2023**
- Florida Health Insurance License (240), License # G018103

SolidWorks Associate Level Certification for Mechanical Design **2017**

ADDITIONAL DATA

Technical Skills: Python, Salesforce, JQL, Microsoft Office, JIRA, Kanban, SharePoint
Interests: Twitch Streaming, Coding Practicing, Computer Building