

Nicole Ortega

Nicoleortega1063@gmail.com / 954-945-6103 / Plantation, FL

Summary

Dedicated and empathetic Customer Service professional with over 10 years of experience providing exceptional support and building strong customer relationships. Skilled in handling inquiries, resolving issues, and ensuring customer satisfaction across various communication channels. Strong problem-solving abilities, excellent communication skills, and a commitment to delivering positive experiences. Adept at working in fast-paced environments and managing high volumes of customer interactions while maintaining a professional and friendly demeanor. Passionate about helping customers and contributing to team success.

Experience

Licensing Account Manager

Enhance Health • Coral Springs / Sunrise, FL

01/2022 - 01/2025

- Acquisition of state licenses while performing necessary requirements to obtain approval for over 100 agents to begin conducting business.
- Contracting Agents with Multiple carriers, while updating agent licensing and carrier appointment information.
- Review and verify agent and broker licensing documentation to ensure accuracy and completeness before submission to relevant authorities.
- Collaborate with legal and compliance teams to ensure adherence to insurance regulations and policies, preventing fines and penalties.
- Constant monitoring of each agents Continue Education and License renewal for each state.
- Tracking of Agents expenses throughout the onboarding process.
- Secure Data Entry. (Agents personal information, etc on Salesforce)

Dispatch Coordinator

England Express, LLC • West Palm Beach, FL

09/2020 - 01/2022

- Coordinate daily scheduling of deliveries and pickups for 2 tractors / trucks to ensure timely and efficient service.
- Monitor and manage real-time location and delivery status using GPS tracking systems and dispatch software.
- Communicate with drivers to provide updated routing, resolve issues, and ensure the timely arrival of goods.
- Handle customer inquiries, resolve service issues, and ensure customer satisfaction.
- Optimize delivery routes based on traffic patterns, weather, and road conditions to reduce costs and improve delivery efficiency.
- Maintain detailed records of delivery progress, delays, and any issues encountered during the transport process.
- Track and maintain compliance with all safety, regulatory, and operational standards.

Data Entry Specialist

United Health Care • Davie, FL

03/2019 - 08/2020

- Accurately input patient, healthcare, and billing data into internal systems and databases.
- Review and verify data for accuracy, completeness, and consistency.
- Ensure compliance with privacy and security regulations regarding healthcare data (e.g., HIPAA).
- Perform routine data audits to identify and correct errors.
- Assist with data validation and reporting tasks.
- Collaborate with healthcare professionals and other departments to clarify or obtain missing information.
- Process incoming documents and enter relevant information into digital platforms.
- Maintain up-to-date knowledge of relevant data entry software and systems.

- Manage and prioritize workload to meet deadlines.

Customer Service Representative

Chewy • Hollywood, FL

01/2016 - 03/2019

- Respond to customer inquiries via phone, email, and chat in a timely and professional manner.
- Assist customers with product selection, order placement, and returns.
- Resolve customer concerns, complaints, and issues, ensuring satisfaction and retention.
- Provide clear, accurate, and helpful information on products, services, and policies.
- Document customer interactions and transactions accurately in the customer service system.
- Collaborate with other departments (shipping, returns, etc.) to resolve complex customer issues.
- Stay up to date on product offerings, promotions, and company policies to provide accurate information.
- Maintain a positive, empathetic, and professional attitude toward customers at all times.
- Strive to meet individual and team performance metrics, including customer satisfaction ratings and response time.

Skills

Salesforce, Microsoft Office, Fleet Management, Customer Service, Negotiation, Budgeting, Business Planning, CRM Software, Billing

Education

Business Management

Broward College • Davie, FL

05/2026

Graduate

Piper High School • Sunrise, FL

05/2015