

Bryan Cordero

Pompano Beach, FL 33068 | PH: (929) 446-8023 | Bjcordero2002@gmail.com

Proactive and results-driven professional with over 6 years of experience in management, including office / project relations, team leadership, and cross-department collaboration. Skilled in overseeing and executing timelines, resources, budgets, and driving continuous improvements. Expertise in strategic planning, process optimization, and effective communication between colleagues and clients. Proficient at aligning business objectives with operational excellence and managing multiple accounts simultaneously to meet organizational goals.

SKILL

- Proficient in Microsoft Excel, Word, Sharepoint and Adobe
 - Bilingual (Fluent in English and Spanish)
 - Project / Office Management
 - Strategic Planning & Execution
 - Cross-functional Team Leadership
 - Process Optimization & Workflow Improvements
 - Risk Management & Problem Solving
 - Schedule Optimization & Time Management
 - Staff Training & Development
 - Progress Monitoring & Continuous Improvement
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WORK EXPERIENCE

Enhance Health

Licensing and Contracting Accounts Manager — Sunrise, FL | January 2023 - Present

- Streamlined onboarding and training for 30+ sales and customer service agents, ensuring timely transitions.
- Coordinated with carriers to facilitate contracting and system integrations, preparing agents for sales seasons.
- Led projects to track certification reports, enhancing employee preparedness and compliance with regulations.
- Monitored team performance to ensure alignment with service level agreements and operational objectives.
- Maintained agents and policy data in agency management system, ensuring accuracy and currency.
- Enhanced year-end inventory audit process, increasing overall accuracy.
- Uphold strict privacy and confidentiality standards in handling sensitive information.
- Diligently track the progress of onboarding paperwork to ensure a seamless experience for agents.
- Educate agents on the intricacies of individual carrier onboarding and certification processes.

Walmart

Department Manager — Coral Springs, FL | November 2020 - January 2023

- Managed a team every shift to ensure the team was working effectively
- Oversaw stocking and organizing product on the floor
- Furthermore I delegated workflow within the team and was able to motivate our team to work better together
- Managed inventory and restocked products
- Ensured cleanliness and safety compliance

Alexian Services

Customer Service Representative — Santo Domingo, RD | January 2019 - November 2020

- Executed customer data entry tasks with precision and attention to detail.
 - Resolved customer complaints by delivering effective solutions.
 - Responded to general inquiries, providing accurate information to customers.
 - Scheduled client appointments to enhance service efficiency.
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EDUCATION

High School Diploma

Nuestra Señora de las Mercedes | Santo Domingo, DR.