

NIKOLINA POPOVIC

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Highly motivated and adaptable professional with over 7 years of experience across quality assurance, compliance auditing, and client services within both healthcare and retail industries. Proven ability to lead high-performing teams, streamline operational processes, and uphold strict compliance standards in fast-paced, regulated environments. Recognized for exceptional communication, problem-solving, and critical-thinking skills, with a demonstrated track record of increasing audit efficiency, reducing compliance risks, and improving service quality. Skilled in CRM systems, call monitoring tools, Medicare regulations, and cross-functional collaboration. Currently pursuing a Bachelor of Science in Business Administration with a 3.85 GPA, bringing a strong academic foundation to support future leadership or analyst roles

EXPERIENCE

Quality Assurance Team Lead

Enhance Health – Sunrise, FL

July 2023 – April 2025

- Led a team of 10+ QA auditors, overseeing daily workflows, training, and performance reviews.
- Increased audit throughput by 25% through improved reporting tools and optimized processes.
- Collaborated with cross-functional teams to resolve compliance issues and streamline documentation.
- Designed QA templates and call scoring rubrics used across multiple departments.
- Assisted leadership in preparing documentation and compliance evidence for third-party audits.

Compliance Auditor

Enhance Health – Sunrise, FL

September 2022 – July 2023

- Completed 700+ audits monthly on Medicare sales calls, ensuring full adherence to CMS and HIPAA regulations.
- Created and maintained a compliance dashboard to track audit results, agent performance, and trends.
- Issued written feedback and collaborated with supervisors on disciplinary or corrective action plans.
- Reduced repeat audit violations by 30% through data analysis and agent retraining initiatives.
- Provided guidance on compliance scenarios and served as a point of contact for regulatory questions.

Licensed Insurance Agent

Together Health – Fort Lauderdale, FL

May 2021 – June 2022

- Counseled over 300 clients on Medicare Advantage, Supplement, and Prescription Drug Plan options.
- Achieved a 97% customer satisfaction score and ranked in the top 10% of agents nationwide.
- Maintained licensure and certifications across multiple states while adhering to evolving CMS guidelines.
- Participated in daily strategy huddles to align enrollment tactics with customer outreach goals.

Quality Assurance Specialist

Together Health – Fort Lauderdale, FL

July 2020 – May 2021

- Reviewed call recordings for service quality, compliance adherence, and policy accuracy.
- Delivered targeted coaching to agents, contributing to a 20% improvement in call quality scores.
- Reported audit findings to leadership and recommended changes to scripts and call flows.
- Assisted with internal audits and compliance checks during high-volume enrollment periods.

Assistant Manager

Victoria's Secret – Fort Lauderdale, FL

June 2017 – February 2020

- Managed floor operations, employee scheduling, and customer service resolution during peak retail hours.
- Trained new hires and supervised a team of 15+ associates in meeting sales and operational targets.
- Implemented promotional strategies that contributed to a 12% increase in monthly revenue.
- Ensured compliance with corporate standards in merchandising, store safety, and loss prevention.

Assistant Manager

Il Mulino – Fort Lauderdale, FL

July 2018 – June 2020

- Oversaw daily front-of-house operations, including staff coordination and customer satisfaction.
- Conducted end-of-day cash balancing, inventory control, and vendor ordering.
- Delivered high-impact leadership and improved table turnover time by optimizing seating plans.

Server

Il Mulino – Fort Lauderdale, FL

May 2017 – June 2020

- Provided exceptional dining service in a fast-paced, fine-dining environment.
- Trained new serving staff on menu knowledge, etiquette, and upselling techniques.
- Consistently recognized for customer service excellence and attention to detail during busy shifts.

EDUCATION

May 2025

Bachelor of Science in Business Administration

Lynn University – Boca Raton, FL

Expected May 2025 | GPA: 3.85 Dean's List (2023–2024)

SKILLS

*CMS & HIPAA Guidelines

*Call Monitoring & Scoring

*Risk Assessment & Corrective Actions

*Regulatory Documentation

*Internal Audit Preparation

*Staff Leadership & Supervision

*Performance Coaching.

*Cross-Team Collaboration

*Call Center Compliance Support

*Process Optimization

Microsoft Office Suite (Excel, Word, Outlook)

*CRM Platforms (Salesforce)

*Google Workspace

*Time Management & Prioritization

*Critical Thinking & Problem-Solving

* Customer Service Excellence

*Attention to Detail