**Lovely Seraphin**

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**Miramar, Fl 33025**

**305-582-9794**

[**Seraphinlovely86@gmail.com**](mailto:Lovelyseraphin@gmail.com)

**Summary**: Insurance industry professional experienced in marketing and sales of multiple lines of insurance and insurance claims services. In-depth knowledge of claims processing, database management. Energetic and enthusiastic with demonstrated success in fast-paced and deadline driven environment, eager to assist your company in reaching its goals.

**Skills**: **Computer Administrative**

|  |  |  |
| --- | --- | --- |
| **•         Windows XP** | **•         Data Entry** |  |
| **•         Word** | •         Customer Service |  |
| **•         Excel** | •         Filing |  |
| **•         Outlook** | •         Multi-tasking |  |
| **•         Access** | •         Bilingual (English/Creole) |  |
| **•         PowerPoint** |  |  |
|  |  |  |

**Enhance Health November 2022-Present**

**ACA Sale Agent**

* Answered incoming calls from customers looking to buy insurance through the Health Market Place.
* Enroll members into $0 to low cost plans
* Maintained personal contact with each and every policy holder of every group policy sold.
* Helped customers to implement new health insurance plans over the phone
* Set appoints to complete application

**Anthem/Simply Healthcare Plans December 2019-February 2022**

**Customer Service Rep 2**

**Member Services/Provider Rep**

* Answer incoming calls from members and providers.
* Assist members with requests for information, complaints, making appointments, and resolving issues.
* Assign PCP on member account upon request
* Assist members in locating providers
* Direct members to the proper resources for further assistance with their issues.
* Resolve provider insurance claims or questions related to medical care and benefits information
* Process claims
* Provide providers claim payment Information
* Assist providers with initiating authorizations.

**Hola Doctor March 2019-October 2019**

**ACA Health/Life Insurance Agent**

* Enroll clients into health plans through the health market place
* Enroll clients into life and ancillary products
* Handled follow up call backs.
* Set appoints to complete application
* Receive inbound calls from The Health MarketPlace clients requesting to enroll into a medical plan
* Providing plan information and resolving issues with utilization of the plan. ESSENTIAL DUTIES...

**Kelly’s Service Agency March 2018-August 2018 Miramar**

**(Aveva Pharmaceutical)**

**Manufacturing Technician**

* Follows a variety of processing duties according to batch record and Standard Operating Procedures (SOP's) to stay in compliance with FDA (Federal and Drug Administration)
* Within the production department, samplings, and readings are taken every 30 minutes to an hour to make sure that the medications are staying within range.
* After each process is completed, A-cleanings are performed on the machines and rooms to make sure that there is no trace of the previous actives left behind.

**Convey Health Solution             August 2017-December 2017 Miramar**

**Lead Enrollment Agent**

* Lead 15-25 agents for AEP (Annual Enrollment Period)
* Managed call volumes
* Managed attendance
* Handled escalated calls
* Handled follow up call backs.
* Receive inbound calls from Medicare beneficiaries requesting to enroll into a Medicare Advantage plan (Part C) or a prescription program (Part D).
* Providing plan information and resolving issues with utilization of the plan. ESSENTIAL DUTIES...

**Simple Health                        January 2015 – May 2017 Hollywood**

**Quality Assurance Manager/**

**Compliance/ Corporate Trainer**

* Oversee a group of quality assurance specialists
* Draft quality assurance policies and procedures
* Interpret and implement quality assurance standards
* Investigate customer complaints and non-conformance issues developed.
* Recommend and monitor corrective and preventive actions
* Prepare reports to communicate outcomes of quality activities
* Identify training needs and organize training interventions to meet quality standards
* Develop onboarding programs for new employees.
* Prepare hard copy training materials such as module summaries, videos, and presentations.
* Train and guide new employees.
* Develop monitoring systems to ensure that all employees are performing job responsibilities according to training.
* Evaluate employee performance to gauge where skills are lacking.
* Create training programs to address skill gaps in employees.
* Prepare learning materials/ scripts for programs.
* Assure ongoing compliance with quality and industry regulatory requirements
* Responsible for the professional development of the customer service staff.
* Liaise with managers to determine training needs and schedule training sessions.
* Designs and implements programs to improve performance and efficiency.
* Support and mentor new employees
* Conduct evaluations to identify areas of improvement
* Monitor employee performance and response to training

**Convey Health Solution          August 2014 – January 2015 Miramar, Fl**

**Lead Enrollment Agent**

* Lead 15-25 agents for AEP (Annual Enrollment Period)
* Managed call volumes
* Managed attendance
* Handled escalated calls
* Handled follow up call backs.
* Receive inbound calls from Medicare beneficiaries requesting to enroll into a Medicare Advantage plan (Part C) or a prescription program (Part D).
* Providing plan information and resolving issues with utilization of the plan. ESSENTIAL DUTIES...

**Actavis Pharmaceutical (Direct Hire) June 2009-Dec 2013 Davie, Fl**

**Personnel One Agency**

**Manufacturing Technician 2 (Lead)**

* Follows a variety of processing duties according to batch record and Standard Operating Procedures (SOP's) to stay in compliance with FDA (Federal and Drug Administration)
* Within the production department, samplings, and readings are taken every 30 minutes to an hour to make sure that the medications are staying within range.
* Certified in weighing (making sure the gross/net is within the specification,
* Compression (tablets)
* Blending (Powder)
* Encapsulation/ Check Weigh (Capsules)
* Potent Compound
* Trainer (train new hires as well as crossed train existing employees
* Release Rooms (before any process starts; a lead has to verify that the room is cleaned, the new materials coming in are correct, and all documents are documented correctly
* R&D (monitored experimental products, perform and document on batch records.)

**Education:**

**Sheridan Technical College**

* Cosmetology

**Academy Of Glams**

* Make-Up Artist

**Gold Coast Schools**

* Health and Accident 2-40
* Life and Variable Annuity 2-14

**Brown Mackie College Miramar, Fl**

* Nursing Course

**Sullivan & Cogliano Training Centers Miami, FL**

* Office Professional Certificate (Billing and Coding)

**Miami-Dade College Miami, FL**

* Nursing courses

**North Miami High School Miami, FL**

* High School Diploma

**References**: Available Upon Request.