

Kahleel Banks

Phone: 754-423-2199 **Email:** kahleel.banks@gmail.com **DOB:** March 4, 1997

Skills: Leader - Administrative - Communication - Analyst - Manufacturing - Quality - International Logistics - Legal - Microsoft Suite - Google Workspace - Salesforce - Outlook - Zoho

Certifications: ISO 9001:2015; CTPAT Supply Chain Auditor

DRB Capital, Boca Raton, FL

Servicing Analyst: August 2025/Current

- Collaborate with insurance carriers and third-party servicers to manage situations where payments are delinquent, missallocated, shortages or overages and ensure required documentation are filed accordingly and accurately.
- Perform weekly reviews of annuity/structured settlement payments or lump sum payments to ensure accounts are correct, up to date, and allocated properly.
- Maintain detailed records and notes of accounts, payment statuses, and contact of issuers, third party servicers, and annuitants.
- Identifying errors and auditing payments or documentation in Citrix and Salesforce, escalating significant issues to the senior team, legal, or compliance.
- Generating reports on delinquencies, payment statuses, and outstanding issues to be reconciled with the team.
- Developing and implementing process improvements to increase efficiency and reduce human/AI error, such as misapplied payments.
- Utilizing Salesforce and Excel for tracking annuities, structured settlements, lump sum payments, lottery earnings, notes, and automatically/manually applied payments from bank lockboxes and checks.
- Ensure applicable regulations and contractual obligations are properly delegated and completed.

SRB Health Insurance - Bergami Insurance - American All Care Health Insurance, Coral Springs, FL

Director of Licensing and Contracting: October 2023/July 2025

- Acquiring and maintaining state licenses, certifications, and carrier contracts for all Agencies and all Agents.
- Participate in weekly meetings with agency owners, agency executives and carrier executives to ensure alignment on objectives, compliance, share best practices, raise concerns, and provide solutions.
- Setup meetings with investors and prospect partnerships.
- Create agent agreements and review potential FMO agreements.
- Vetting potential new-hires to onboard for each agency.
- Prepare documents with agents that have criminal backgrounds, regulatory actions, and work authorizations/permanent resident status for states and carriers.
- Maintain positive carrier relationships, build and maintain ready to sell information, and acquire/update E&O policies per agency.
- Utilize and teach licensing/carrier systems such as Salesforce, Agentsync, Sircon, NIPR, NAIC, State Based Systems, CMS, WebCE, Xcel, Pearson Vue, Identogo, FL DICE, Verify Comply, County Clerk of Courts, carrier portals, SuranceBay, state certifications, state licensing portals, Google Workspace, and more.
- Budget and track expenses with receipts/invoices.
- Resolve notices and complaints from CMS, state DOI offices, and carriers to ensure all agents remain compliant, active, and ready to sell.
- Agent call auditing.

Enhance Health, All Locations

Licensing Account Manager: November 2021/January 2022

Licensing and Contracting Team Lead: January 2022/October 2023

- Acquiring and maintaining state licenses, certifications, and carrier contracts for the main Agencies, Downline Agencies, All Agents, Principal Agents and AORs. (Medicare, ACA, Life, Property & Casualty, and Limited Medical)
- Review new-hire reports for all agencies for licensing, contracting, and roster updates.
- Prepare documents for agents with criminal backgrounds, regulatory actions, and work authorizations/permanent resident status for states and carriers.
- Oversee employees responsible for onboarding all agents with state licenses, carriers, and proper certifications to ensure established performance metrics are met.
- Maintain carrier relationships, obtain ready to sell information, and update E&O policies.
- Assist Downline Owners with Agency licensing, Agency contracting, acquiring E&O policies, and vetting agents for onboarding.
- Utilize and teach licensing/carrier systems such as Salesforce, Agentsync, HealthSherpa, Sircon, NIPR, NAIC, State Based Systems, CMS, WebCE, Xcel, Pearson Vue, Identogo, FL DICE, Verify Comply, Clerk of Courts, carrier portals, SuranceBay, state certification/licensing portals, Apollo, and more.
- Respond to CMS, state, and carrier notices/complaints to ensure all agents remain compliant and active.
- Work with internal IT team to create proprietary agent/carrier management software, integrations with Google Workspace, integrations with Jet (sales portal), and work with Salesforce developers for a tailored licensing portal within Agentsync.
- Conducted training for team members, weekly huddles, document team member performance/issues and escalations, and review team hours for payroll.
- Budget and track team expenses with receipts/invoices.
- Participate in ongoing meetings with executives, carriers, and state governors to ensure alignment on objectives, share best practices, raise concerns, share solutions, etc.

Enolgas USA Inc., Pompano Beach, FL

Warehouse Assistant: July 2016/Dec. 2016 Warehouse Manager: Dec. 2016/Jan. 2020

Quality Manager & Water Security System Supervisor: Jan. 2020/July 2021

- Conduct and manage all supply chain matters.
- Prepare and issue purchase orders, picking lists, packing lists, invoices, backorders, production orders, and procedures for employees, vendors, and customers.
- Shipping and receiving parcels, pallets, and containers via ocean/air/ground freight.
- Pull permits and schedule plumbing installations with condominiums and tenants.
- Create and present Gantt Charts for Condominium Board Members.
- Issue detailed weekly progress reports for all condominium board members.
- Work with IT teams to develop a water security system app, develop/modify circuit boards, 3D print parts/prototypes, and manage the company website through Microsoft Dynamics Navision and Citrix integrations.
- On-Site and Remote Customer Service.
- Assembling plumbing parts, sensors, and actuators for customers and field installations.
- Prepare item forecasts based on sales and usage.
- Hire and manage employees and their timesheets.
- Quality management and tool calibration.
- Inventory management and product photography with Microsoft Dynamics Navision.
- Soldering electronics and plumbing parts.
- Audit Preparation for CTPAT, ISO 9001:2015, and CSA.
- Develop and implement methods to increase output and efficiency.
- Source parts and tools from Digi-Key and Mouser for third party engineering with Tropical Assemblies and The Solid Experts.

Nu Beginningz, Sunrise, FL

July 2015/August 2015

- Cologne and perfume sales (Business to Business & Business to Customer).
- Acquire & manage leads. Administer & manage inventory for the field sales team.

Xpand Staffing, Coral Springs, FL

November 2015/July 2016

Intercruises, Fort Lauderdale, FL

- Crowd Director, Customer Service, & Wheelchair Assistance

Robin Ruth, Warehouse, Pompano Beach, FL

- Barcode product labeling, unload freight, inventory manager, quality control.

Enolgas USA Inc., Pompano Beach, FL

- Product preparation and assembly, pallet loading and wrapping.

Education: Coral Springs High School, Pryor Learning, and Mentors from Porsche/Ferrari Club of America.

References: Scott Shapiro 954-790-2368; Brian Constantino; Ilija Gasic 561-598-9974; Clevol Nelson 253-226-6046; Jennifer Saint-Cyr 954-605-0259; Nicole Smith Barnes 863-233-6704; Gloria Cappuccio 561-843-3628; Benjamin Wilson 954-562-4985

Hobbies: Industrial designer, engineer, painter, music production, music licensing, and cars.