

# Nicole Ortega

Plantation, FL 33313

[Nicoleortega1063@gmail.com](mailto:Nicoleortega1063@gmail.com)

+1 954 945 6103

## Professional Summary

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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.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Warranty Customer Service**

Spectra Baby USA-Davie, FL

April 2025 to September 2025

- Start the morning with about 50 warranty cases to work on. In progress cases or not started cases with moms wanting a new breast pump.
- Make outbound calls and answer inbound calls through out the day while working on cases and responding to emails.
- Use platforms such as Oracle NetSuite for warranty cases. RingCentral to make and receive phone calls. Microsoft teams to communicate with colleagues
- Speak with moms or their partners to help troubleshoot issues with their breast pump over the phone.
- Decide whether we can replace their pumps or inform them they are out of warranty due to Spectra's policy.
- Attend town hall meetings in office when requested.
- Work after hours if needed to help with emails or do call backs from customers that left voicemails.

### **Licensing Account Manager**

Enhance Health-Coral Springs, FL

January 2022 to January 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.
- decide if the agent/candidate is the right fit for the company / team.
- 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)

### **Billing/Collections Specialist**

ABA Centers of America-Fort Lauderdale, FL

September 2020 to January 2022

- Submitting claims to insurance providers and ensuring they are processed correctly.
- Work on 50-100 cases a day through CRCM identifying the issue of denied claims on both our clearing house CollaborateMD & in house system ConnectRCM.
- Tracking the status of submitted claims by other team members and following up with insurance providers to resolve any issues or denials, ensuring timely reimbursement.
- Double checking that the EOB is correct on Salesforce and we have the correct COB (Primary insurance or Secondary insurance from the patient).
- Making sure claims go through to the correct payor through Availity.
- Utilizing all tools to update the status of each claim such as the payor portals (carrier portals) or calling the carrier to speak with the claims department
- Work and Fax over Appeals using HumbleFax or sending appeals by paper mail.
- Attend daily training through teams.

### **Data Entry Specialist**

United Health Care-Davie, FL

March 2019 to August 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

January 2016 to March 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.

## Education

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### **Associate's degree**

Broward College-Davie, FL

May 2021 to May 2024

### **Graduate**

Piper High School-Sunrise, FL

August 2011 to May 2015

## Skills

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- Negotiation
- Billing
- Slack
- CRM Software
- CollaborateMD
- Medical collection
- Business Planning
- Microsoft Office
- Customer Service
- Budgeting
- Salesforce
- Microsoft Teams
- Medical billing

## Certifications and Licenses

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### **Private Investigator License**

### **Certified Bookkeeper**