

# Danielle Reiss

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Licensing Coordinator

Coconut Creek,, FL



## SUMMARY

Detail-oriented administrative professional with 4 years of experience in the health insurance industry. Holds a 240 Health License and specializes in carrier contracting, licensing, and compliance. Skilled in managing spreadsheets, multitasking in fast-paced environments, and supporting operational workflows with accuracy and efficiency. Proven ability to coordinate with carriers and maintain up-to-date documentation to ensure regulatory alignment.

## EDUCATION

### Tallahassee Community College

Associates Degree  
2014 - 2016

### West Boca Raton High School

High School Diploma  
2009 - 2013

## SKILLS

- Carrier Contracting & Licensing
- Health Insurance Compliance (240 License)
- Data Entry & Document Management
- Microsoft Excel & Spreadsheets
- Calendar & Schedule Management
- Customer Service & Client Communication
- Multitasking & Time Management
- Records Maintenance & File Organization
- Attention to Detail
- CRM & Database Management

## CERTIFICATIONS

- 240 Health Insurance License
- Microsoft Office

## PROFESSIONAL EXPERIENCE

### Adminstration

Top Healthcare Options | 2022 - present

- Managed contracting and licensing processes for multiple health insurance carriers, ensuring compliance with regulatory requirements
- Maintained accurate records and spreadsheets tracking agent appointments, renewals, and license expirations
- Assisted with onboarding of new agents, including documentation verification and database entry
- Handled high-volume administrative tasks while maintaining attention to detail and meeting deadlines
- Provided excellent customer service via phone and email, resolving licensing and policy-related inquiries
- Supported internal departments by preparing reports and organizing key documents

### Customer Service

Top Healthcare Options 2022 - Present

- Managed an overseas customer service department, leading a team of 10+ representatives across multiple time zones
- Developed and implemented training programs to ensure consistent service quality and brand voice
- Streamlined communication processes between domestic and international teams, improving response times
- Handled escalations and complex client concerns, ensuring customer satisfaction and retention
- Collaborated with leadership to align customer service goals with overall business objectives

### Customer Service Manager

Office Depot 2018 - 2020

- Supervised front-end operations and customer service team, ensuring top-tier service in a high-traffic retail environment
- Trained, coached, and evaluated team members to meet performance goals and deliver a positive customer experience
- Resolved escalated customer issues efficiently while maintaining brand standards and satisfaction metrics
- Managed daily cash handling, POS troubleshooting, and inventory adjustments
- Maintained accurate records of transactions, returns, and customer feedback for reporting and process improvement