Bruce Arbelaez

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# HealthCare/Insurance Professional

* As a dedicated and knowledgeable professional with extensive experience in customer service and healthcare/insurance, I seek to bring my abilities to add value to your company. I possess skills in client service as well as recruitment, leadership, and training. I am a self-motivated individual with a proven track record of success driving client satisfaction, productivity, and profitability.

Professional Experience

## Baptist Health south florida (healthcare support) – Miami, FL

Internal Transfer Rep (HR Assistant), 2021 – 2023

Conduct interviews and handle placement for job opportunities using the Taleo recruiting system.

Also assist with new hire files prepping, printing and them mailing to the corresponding department.

Review, handle and process Internal Candidate applications.

Communicated with hiring leaders and presented candidates eligible for transfer and external.

Calculated offers and processed then into the Taleo and PeopleSoft Systems.

Worked both virtual and in person job fairs. (Virtual was through Indeed)

## Pan Am International flight academy – Miami, FL

Customer Service Representative / Front Desk, 2020 – 2021

Perform administrative duties including opening/closing the office

Position also includes some scheduling elements

Provide assistance to student pilots in registration and other clerical duties

Answering phones

File work making sure papers and system information is correct

## Beckman Coulter – Miami, FL

Audit Department Team Lead / Trainer, 2018 – 2020

Serve as lead, directing 16 associates including delegating duties and monitoring performance as well as serving as Trainer

Conduct professional training sessions to 10-15 employees, teaching company procedures and systems as well as preparing help guides and materials.

Audit about 100 engineer Service Reports daily, ensuring services were provided correctly including repairs, installations, and preventive maintenance. This includes all clerical duties pertaining to physical records and reports.

Identify and address any arising customer complaints accurately and efficiently.

Oversee team responsibilities including assigning responsibilities, maintaining attendance, facilitating team meetings, and informing team members of updated information.

Conduct 5 employee reviews for every employee weekly to drive performance.

Create and update department procedures according to objectives.

## AvMed Health Plan — Miami, FL

Member Engagement Representative, 2017 – 2018

Provided assistance to members with inquiries and problems including complaints, medical provider selection, and replacement of lost or stolen cards.

Assisted medical providers with claims status, appeals status, and prior authorizations.

Ensured compliance with all company policies, procedures, and standards.

## Assurant — Cutler Bay, FL

Research Specialist, 2017

Perform document processing for home insurance, including hazard insurance.

Compile and research documents, as well as updating or disbursing on customers’ escrow accounts accurately.

Conduct necessary calls to carriers and agents for policy information.

## Careers UsA — Miami, FL

Account Executive, 2016 – 2017

Sourced candidates, handling recruitment duties as well as processing payroll and overseeing employee onboarding.

Answered inbound calls and conducted outbound calls according to organization needs.

Processed 8+ work orders simultaneously, maintaining standards of accuracy and efficiency.

## Ideal Personnel — Downtown Miami, FL

Recruiter, 2015 – 2016

Performed candidate sourcing using online platforms including Career Builder and Zip Recruiter, conducting outbound calls and answering inbound calls.

Conducted interviews and handled placement for job opportunities according to policies.

Achieved quota of 60 or more outbound calls daily, at least 2 scheduled interviews daily, and at least 4 placements weekly.

Utilized the internal recruitment system MaxHire Bullhorn, logging and recycling candidate information and documentation.

Hired in medical specialties in all medical fields for medical offices and facilities, coordinating with Baptist Health, Jackson Memorial, University of Miami, Broward Health, and other companies.

Applied expertise with job requirements for positions including Customer Service Rep, Medical Admin Assistant, Front Office, Medical Assistant, Register Nurse, and Surgical Techs.

Leveraged knowledge of position requirements including Medical Billers and Coders, Payment Adjusters, Claims Adjudicators, and more.

Professional Experience (Continued)

## Magellan Complete Care — Miami, FL

Customer Service Specialist, 2014 – 2015

Provided assistance with member inquiries and issues including handling and documenting complaints, searching for medical providers, and replacing lost or stolen cards.

Assisted medical providers with clams status, appeals status, and prior authorizations.

Analyzed and adjusted claims and assisted with provider enrollment.

## SRA International — Downtown Miami, FL

Licensed Navigator, 2013 – 2014

Provided highest standards of customer service, assisting clients with health coverage applications within the Affordable Care Act marketplace.

Answered inquiries regarding the Affordable Care Act, health insurance, and application guidelines.

Maintained compliance with all relevant policies, procedures, and standards.

## ADP Total Source — Miami, FL

Call Center Customer Service Rep, 2013

Delivered exceptional customer service over the phone, following company policies.

Assisted employees from ADP clients under total source division, answering payroll inquiries, assisting with benefits enrollment, and providing website support and resets.

Provided assistance with Human Resources issues knowledgeably.

## Visa — Miami, FL

Call Center Customer Service Rep, 2012 – 2013

Provided knowledgeable customer service efficiently.

Performed troubleshooting for cardholders with prepaid cards effectively.

Ensured adherence with company standards and policies.

## Best Buy — Miami, FL

Musical Instruments Specialist, 2011 – 2012

Sold musical instruments and accessories effectively, providing professional knowledge of software and instruments.

Collaborated with colleagues and management to align and achieve goals.

Maintained compliance with standards and regulations.

Relevant Skills

**Technical Skills:** Data Collection and Entry, IT support, Microsoft Word and Excel, SharePoint, Oracle

**Language Skills:** Fluent in English and Spanish

Education

## courseworK in Music Business and Creative Production

Miami-Dade College, Miami, FL 2011

***References available upon request.***