**ANGEL GONZALEZ**

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**Professional Summary**

To execute the most effective way on helping in the development of the company's success, allowing me to enhance my customer service skills.

**Skill Highlights**

* Computer-savvy
* Attention to details
* Bilingual in English and Spanish
* Quick learner

**Professional Experience**

* **Department Support Specialist, From 07/2017 to 6/2020**

**Change Healthcare/Jackson Memorial Hospital -** Miami, FL

**Responsibilities:**

•    Pull, assigned and distribute daily census to HCR’s.
•    Handle all walk-ins and escalate to HCR or manager when necessary.
•    Answer incoming calls and escalate to HCR or manager when necessary.
•    Resolve assigned user task.

•   Preparing applications for daily delivery.
•    Request application evidence (e.g. verifications,).
•    Provide assistance with ACCESS Aplications when needed.

•   Assist all departments with follow ups to scheduled appoiments for posible benefits applications.

•   Process Federal and State Disability and Medicaid Applications.

* **Account Services/Quality Assurance/Collections Specialist, from 06/2016 to 07/2017**

**National Auto Lenders –** Miami Lakes, FL

**Responsibilities:**

• Impact the company’s essential point by problem solving and turning frustrated cients into repeat customers.
• Provide accurate, valid, and complete information by using the right methods/tools.
• Answer questions about warranties or terms of sale.
• Handle/Collect on assigned accounts in the 5 to 8 million range.
• Attempt to persuade customer to reconsider cancellation.
• Reply to inquiries via telephone, e-mail and live chat.
• Use available resources efficiently to assess the customer’s issue and recommend valid solutions.
• Record details of each customer interaction and any actions taken.
• Follow up on any customer issues requiring additional research.
• Maintain adequate knowledge of all internal software and systems.
• Communicate with other department ex: Customer Care and/or Operations team regarding status of issues.

* **Account Services/Collections Representative, from 04/2015 to 05/2016**

**National Auto Lenders –** Miami lakes, FL

**Responsibilities:**

• Resolve or transfer to an special agent customer's complaints.
• Use telephones to reach out to customers and verify account information.
• Greet customers warmly and ascertain problem or reason for calling.
• Assist with processing of payments, or refunds.
• Advise on company information.
• Inform customer of available assistance.
• Utilize computer technology to handle high call volumes.
• Follow company’s procedures, guidelines, and policies.
• Update customer information in the customer service database during and after each call.
• Handle/Collect on assigned accounts in the 3 to 5 million range.

* **Assistant Manager, from 08/2014 to 04/2015**

**Simple Mobile Solutions –** Hialeah Gardens, FL

**Responsibilities:**

• Assisting the manager in organizing, planning and implementing strategy.

 • Coordinating retail store operations.

• Ensuring store schedules and objectives are met by employees.

• Track the progress of weekly, monthly, quarterly and annual objectives.

• Monitor and maintain store inventory.

• Monitor retail operating costs, budgets and resources.

• Communicate with clients and evaluate their needs.

• Handle complaints from customers.

* **Front Desk Agent, from 03/2012 to 07/2014**

**Doubletree by Hilton Miami Airport and Convention Center –** Miami, FL

**Responsibilities:**

• Perform all check-in and check-out tasks.

• Manage online and phone reservations.

• Inform customers about payment methods and verify their credit card data.

• Register guests collecting necessary information (like contact details and exact dates of their stay).

• Welcome guests upon their arrival and assign rooms.

• Provide information about our hotel, available rooms, rates and amenities.

• Respond to clients’ complaints in a timely and professional manner.

• Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests’ needs. • Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests. • Upsell additional facilities and services, when appropriate.

• Maintain updated records of bookings and payments.

**Education and Training**

* **Associate of Arts** – **Finance** 05/2015

Miami Dade College － Miami, FL

Member of Phi Theta Kappa Honor Society

* **Doctor of Nursing Practice – Anesthesia** 12**/**2022

Barry University – Miami Shores, FL

Member of Phi Theta Kappa Honor Society