

Current Address

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Washington, D.C. 20017

Jordan Faustin

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Permanent Address

132 Michigan Ave NE, Apt 31P
Washington, D.C. 20017

EDUCATION

Howard University, Major: Mathematics (Concentration in Actuarial Sciences)
Cumulative GPA: 4.0 |

Washington, D.C.
Expected May 2026

Broward College, Associate's in Arts
Cumulative GPA: 3.0 |

Fort Lauderdale, FL
Graduated, May 2024

Relevant Coursework: Intro to Computer Science, Exploring Computer Science, Computer Science I, Discrete Structures, Pre-calculus, General Chemistry / Lab, Calculus I & II, Probability and Statistics I, Principles of Economics I

Honors and Activities: Society of Industrial and Applied Mathematics, SIAM (Membership Coordinator), National Society of Leadership and Success (Nominee), Howard University Men's Collegiate Rugby (Forward), Howard University Transfer Student Association (General Body), Highschool Robotics (President), Highschool Choir (President)

PROFESSIONAL EXPERIENCE

CMU UHG/Optum Bridges to Healthcare Technology – Summer REU Program

Pittsburgh, PA

Summer Intern/ Analyst

June 2025 – July 2025

- Trained to operate and comprehend RStudio, an open-source integrated development environment, strengthen our understand on linear/logistic regression, as well as methods of data analysis and wrangling.
- Created an EDA analysis on several topics including one overviews adult obesity trends and the factors that influence them within the years 2024-2025.

Gotham Healthcare Partners – Medicare/Medigap Enrollment Brokerage

Fort Lauderdale, FL

Senior Medicare Broker / Qualifier

October 2022 – August 2024

- Obtained comprehensive knowledge of Medicare/Medigap plans, policies, and regulations, including proficiency in navigating the complexities of the Medicare system, understanding various plan options, and staying updated with changes in the healthcare landscape.
- Built strong, trust-based relationships with clients. As well as evaluating individual healthcare needs of beneficiaries, provided personalized advice, and guided clients through the enrollment process with clarity and professionalism. Through this basis, it led to the development of a custom Client Relations Manager (CRM). To maintain quality and consistency for both agents and their respective clients.
- Consistently surpassed sales targets by over 70% daily sales and drove business growth. Showcased capabilities in prospecting potential opportunities and closing deals. Built a customer-centric approach aimed at ensuring client satisfaction and retention.

Target – Large Scale Retail Chain

Aventura, FL

Tech Specialist / Closing Expert

August 2019 – October 2022

- Built strong interpersonal relationships with customers and all levels of personnel, dedicated to delivering exceptional service, and fostering customer loyalty.
- Maintained a track record in driving sales and closing deals at Target and became adept at understanding customer needs and maximizing revenue.

GameStop – Large Scale Retail Chain

Aventura, FL/ Hialeah, FL

Assistant Store Manager

November 2017 – May 2019

- Showcased expertise in overseeing store operations, managing staff, and ensuring smooth daily operations. Highlight skills in inventory management, sales tracking, and employee scheduling to drive efficiency and productivity.
- Maintained a track record of achieving sales targets and driving revenue growth. Implemented sales strategies, coaching staff to optimize performance, and analyzing sales data to identify opportunities for improvement. Promoted upselling, cross-selling, and driving product knowledge among team members.

Brookstone – Large Scale Retail Chain

Aventura, FL

2nd Assistant Store Leader

October 2016 – January 2018

- Showcased expertise in tracking the daily inventory of the store's products as well as coordinated shipment schedules for store items. Maintained offsite storage location to represent our location's product sales, ensuring with remained supplied.
- Consistently meet and exceed sales targets while driving revenue growth. Developed and executed sales strategies, coached staff, including entry-level employees, to enhance performance, and conducted data-driven analyses to identify areas for improvement.

CERTIFICATIONS

Microsoft 365 (Word // Excel // PowerPoint // Outlook // OneNote // OneDrive // Teams) || **Google Suite** (Gmail // Docs // Sheets // Slides // Drive // Meet) || **Google IT Support Coursera** || **America's Health Insurance Plans (AHIP)** ||

INTERESTS

Robotics // Graphic Design // Photography // Kayaking // Poetry // Anime // Critical Thinking Puzzles / Games // Programming (Experience in Python/RStudio/Javascript) //

