

Andre Cliff

Account Management Professional

Corona, CA

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I am an account management professional with high levels of integrity, flexibility and organization. I have a strong work ethic and I enjoy contributing to the success of my team. I am looking to secure a position with a progressive organization who offers a nurturing environment that promotes professional growth and rewards hard work.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Medical Technician

U.S. Air Force Reserve - March Air Reserve Base, CA - November 2012 to Present

Responsibilities

Worked one on one with doctors, documenting patient information in medical database (ASIMS)

Auditing medical records post medical health assessment for accuracy and completeness.

Documenting patient vitals, intake/ output etc.

Performed venipunctures to obtain blood samples for lab testing.

Prepared patient specimens for testing.

Delivered blood samples to laboratory/ logged blood samples.

Carefully followed patient safety guidelines

Account Coordinator

Custom Benefit Consultants - Lake Forest, CA - July 2007 to February 2015

Inside/ outside sales of individual health, dental, and life insurance products from various insurance carriers

Explain products, services and underwriting guidelines to clients over the phone and one on one.

Periodic audit of company website directories and links

Assist in the design of/ audit of plan brochures/ company website for accuracy and clarity based on client feedback

Pre-underwrite of insurance applications, tax forms and business documentation

Communicate with underwriters and clients regarding information pertaining to insurance applications

Process grievances of clients/ escalate grievances to upper management

Training/ supervision of new employees on internal software, insurance plan details and guidelines

Benefits administration

Insurance carrier enrollment

Customer Care Specialist

Nationpoint Mortgage - Lake Forest, CA - June 2006 to September 2007

Outbound call/ complete mortgage applications.

Explain products and services to customers/ sales.

Run customers credit to determine qualification for specific loan programs.

Escalate calls to loan officers to close deals using digital phone system.

Maintain records on each customer's account.

Investor Resolutions Assistant

Lending Tree Loans - Irvine, CA - April 2005 to June 2006

Generate/ manage daily and weekly reports pertaining to funding and accounting.

Manage multiple calendars.

Order and monitor inventory of office supplies to meet budget guidelines.

Respond to internal queries in a timely manner.

Develop and maintain effective filing system.

Manage off-site document retention.

Draft correspondence and memos.

Manage and coordinate loan transfers of residential loans in gestation line to maximize efficiency.

Participate and take notes in departmental meetings.

Escrow Document Processor

Pacific Monarch Resorts - Laguna Hills, CA - February 2004 to June 2006

Audit closed files for timeshares, verify documents comply with State and Federal policies.

Coordinate close of escrow to meet deadline.

Verify deposit of funds with financial institutions.

Verify customer loan and transaction information using industry specific software.

EDUCATION

Basic Medical Technician Corpsman Program in EMT, Medical Technician

Medical Education & Training Campus (METC) - San Antonio, TX

2013 to 2013

Life and Health Insurance Licensing Program License Number: 0F83478

Mike Russ Financial Training Center - Anaheim, CA

2007

Gen. Ed.

Saddleback College - Mission Viejo, CA

1999 to 2003

High School Diploma

Aliso Niguel High School - Aliso Viejo, CA

1995 to 1999

SKILLS

● Software: Microsoft Outlook, Word, Excel, PowerPoint, FrontPage, Access based software, Prism HR/ HRP, CRM software. ● Operating Systems: Android, Windows, iOS and Mac OS X ● Social Media: Twitter, Facebook, LinkedIn, Google Plus, as well as aggregators such as HootSuite or TweetDeck. ● On-page and off-page SEO tactics to improve organic performance ● Google Webmaster Tools/ Bing Webmaster Tools

MILITARY SERVICE

Service Country: US

Branch: US Air Force

Rank: E4

November 2012 to Present

Medical Technician
U.S. Air Force Reserve - March Air Reserve Base, CA

CERTIFICATIONS

BLS

May 2015 to May 2017
Basic Life Support

EMT Basic

September 2013 to March 2016
EMT Basic Certification Registry Number: E3094762

ADDITIONAL INFORMATION

Results Oriented

- Performed competitive analysis to make recommendations for future company growth.
- Used SEO to market insurance products as an independent insurance agent as well as marketed affiliate products to monetize personal blogs

Design

- Responsible for creative design insurance program brochures.
- I have independently designed and continue to manage two Wordpress blogs

*Secret Security Clearance

*Ability to interact well with all levels.

*Monitoring and expediting work-flow.

*Cost control within area of responsibility.