

JUAN FRANCISCO RAMON GRILLO MORALES

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Skills

Fully bilingual, Expert Abilities in Mathematics, Advanced MS Office Skills, Patience, Attentiveness, Clear Communication Skills, Ability to Use Positive Language, Acting Skills, Time Management Skills, Ability to "Read" Customers, A Calming Presence, Goal Orienting Focus, Ability to Handle Surprises, Persuasion Skills, Tenacity, Closing Ability, Willingness to Learn, Excellent Memory, Able to Handle Large Amounts of Money without any Glitches, Maintaining Records of Daily Transactions, Loyal.

Education

- Polytechnic University of Puerto Rico-Civil Engineering
- Colegio Sra. De la Valvanera - High School Diploma (2004)

References

Available Upon Request

Availability

- Monday to Friday - 5:30 PM to Overnight
- Weekends - 24 Hours

Objective

Seeking a position that will benefit from my customer service and clerical experience, positive interaction and math skills where my 13 years of experience can improve the customers' satisfaction and achieve corporate goals.

Experience

• Eligibility Analyst, MCS Classicare, San Juan P.R.

Auditing daily applications, disenrollment/cancellations, member plan transfers and other member eligibility requests. Process enrollment eligibility including disenrollment, effective date changes, member plan transfers, and demographic changes. Process the weekly transactions reply report and queues. Reconciling and resolving weekly low income subsidy and Medicaid exceptions. Ensure all enrollment eligibility is reconciled and maintained in accordance with CMS, SOX, HIPAA, Internal Audit, and Company, and departmental guidelines, requirements, regulations, policies, and procedures.

• Customer Service Representative, MCS Classicare, San Juan P.R. Triple-S Advantage, Caguas P.R.

Manage large amounts of incoming calls. Identify and assess customer needs to achieve satisfaction. Build sustainable relationships of trust through open and interactive communication. Provide accurate, valid and complete information by using the right methods/tools. Meet customer service call handling quotas. Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution. Keep records of customer interactions, process customer accounts and file documents. Follow communication procedures, guidelines and policies. Take the extra mile to engage customers. Occasionally give support to the providers' line.

• Shift Supervisor, Total Barbosa, San Juan P.R. Total La India, Caguas P.R.

Receive payments for product sold-whether by cash, credit cards, or automatic debits. Issue receipts to customers for products bought; make necessary refunds, credits, or change to customers. Maintain interpersonal relationships with the public, especially customers. Pay bills of the company by whatever means available. Ensure safe keeping of numbers of transactions and respective amounts. Keep records of transaction totals. Develop and maintain non-monetary records. Ascertain the amount of cash in cash drawer at the start of the shift. Greet customers as they enter the store premises. Ensure that the checkout area is clean and in order at all times. Stock shelves in the store and include price tags on each item. Prepare day by day reports of fuel, oil, and other sales.

• Assistant Engineer, Las Piedras Construction & Demolition Inc., Las Piedras P.R.

Oversee and direct construction projects from conception to completion. Review the project in-depth to schedule deliverables and estimate costs. Oversee all onsite and offsite constructions to monitor compliance with building and safety regulations. Coordinate and direct construction workers and subcontractors. Select tools, materials and equipment and track inventory. Meet contractual conditions of performance. Review the work progress on daily basis. Prepare internal and external reports pertaining to job status. Negotiate terms of agreements, draft contracts and obtain permits and licenses. Analyze, manage and mitigate risks. Ensure quality construction standards and the use of proper construction techniques

• Administrative Assistant, Las Piedras Construction & Demolition Inc., Las Piedras P.R.

Answer and direct phone calls. Organize and schedule meetings and appointments. Write and distribute email; correspondence memos, letters, faxes and forms. Assist in the preparation of regularly scheduled reports. Develop and maintain a filing system. Order office's supplies. Maintain contact lists. Booking travel arrangements. Submit and reconcile expense reports. Provide general support to visitors.