

DANIEL SANDOVAL

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Summary

Looking for a fulfilling position where I can help others in times of need. International Assistance Coordinator with a track record of managing a wide variety of customer service issues quickly and efficiently.

Highlights

- Client relations specialist
- Conflict resolution techniques
- Focused on customer satisfaction
- skilled multi-tasker
- Proficient with Microsoft Office Suite
- Proficient in customer account software
- Service solutions expert
- Deadline-oriented
- meticulous attention to detail
- High customer service standards
- Conflict resolution proficiency
- Strong problem solving ability
- Troubleshooting skills
- Multi-channel contact center software

Professional Experience

Software Engineer Sandoval Bros

04/2020- present

Reactjs
JavaScript
Game design
Marketing
Website design

Greater Chicago Food Depository

Starbucks Van Driver

01/2020-04/2020

Pick up donated food from location across Chicago
Deliver food products to warehouse and food banks
Weigh, thermal reading of goods
Documentation

International Assistance Coordinator AXA Assistance USA

9/2013 to 06/2018
Chicago, IL

International Medical Case Management direct billing coordination
Provide feedback and coaching to newer employees
Resolve escalated issues in a timely and proficient manner
Invoice fee audits
Work with internal and external clients to identify and resolve client, member, and provider issue

Assist with coordinating care and complex transportations to evacuate members needing a higher level of care including repatriations for medical necessity and Evacuations
High dollar claims processing

Customer Contract Specialist
Syntenic

08/2010 to 9/2013
Chicago, IL

Review, approve over 40 contractual documents per day ensuring adherence to company policy, satisfaction of customer specifications and protection of company contractual posture.

Interact with sales to collect missing or incorrect documentation and resolve paperwork and problems.

Overseeing contract execution from work authorizations, pricing validation, product services requirements through completion.

Education

GED: General
Daley College

Chicago, IL

