

Hector J. Felix Del Valle

Marana, Az 85653
(520) 257-8259
hectorfelix03@gmail.com

EXPERIENCE

Everise, Aon/United Health Care/Care 1st / Arizona Complete Health Complete Care— *Medicare Sales*

July 2018 - Current Tucson, Az

Skilled in appropriate diagnostic sales techniques. Calculated quotes and educated potential clients on insurance options. Evaluated potential client's needs and established a procedure in order to find a policy that fit the client.

Educated clients in insurance to the best of my ability. If for any reason I did not know an answer to a question from the client I committed to finding an answer.

Certified Languages International, — Language Interpreter

July 2017 - July 2018 Tucson, Az

Provide language interpreting service to Medical, Legal, Financial, and other lines of business. Highly Skilled in note typing, relaying complete and accurate data in a variety of complex topics and situations while remaining in my conduit role.

Cyracom International Inc, — Language Interpreter

Jan 2015 - June 2017 Tucson, Az

Provide language interpreting service to Medical, Legal, Financial, and other lines of business. Highly Skilled in note typing, relaying complete and accurate data in a variety of complex topics and situations while remaining in my conduit role.

C3 Customer Contact Channels, United Health Care— *Medicare Sales /Right Source/Humana Pharmacy — Customer Service Representative*

July 2014 - Dec 2015 Tucson, Az

Skilled in appropriate diagnostic sales techniques. Calculated quotes and educated potential clients on insurance options. Evaluated potential client's needs and established a procedure in order to find a policy that fit the client.

Educated clients in insurance to the best of my ability. If for any reason I did not know an answer to a question from the client I committed to finding an answer.

Assisted members of Humana with their pharmacy prescriptions in a customer service role. Solving problems with their medications being dispensed.

9 to 5 Auto Detail, — *Shift Supervisor*

Jan 2011 - Jan 2014 Tucson, Az

Worked directly with clients to achieve a satisfactory service. Supported Chief Operating Officer with daily operational functions. Responsible for customer service over the phone and in person on a daily basis, scheduling appointments and managing employee's shifts. Achieved two raises and promotion by learning all tasks and hard work.

EDUCATION:

Proficiencies

Front-end:

- HTML
- CSS
- JavaScript
- JQuery
- Responsive design
- React
- Bootstrap

Back-end:

- APIs
- Node
- Express
- MySQL, Sequelize
- MongoDB, Mongoose
- REST
- GraphQL

- Management experienced •
- Organized fast learner with attention to detail •
- Customer service/relations speaker •
- Leadership and team development •
- Fast paced data collection typing •
- Data integrity and deadline-driven •
- Insurance Sales •
- Multi phone,screen, and Email operation •
- Multi-task flexible and adaptable •
- Research savvy and problem solver •
- Analytical•

LANGUAGES

Fluent in English and spanish

Arizona State University, — *Certificate for full stack coding web development*

Aug 2023 - Current Phoenix, Az

Currently in a full stack coding bootcamp.

Pima Community College, Location — *Associate of Science, Mayor*

Dec 2015 - Dec 2019 Tucson, Az

Part time student until pandemic.

Pima Partnership High School, Location — *H.S. Diploma*

Dec 2006 - Dec 2010 Tucson, Az

General Education Math.

LICENSES & CERTIFICATIONS

(Currently working on Certificate for full stack coding web development)

Health Insurance License

Life Insurance License

Property and Casualty Insurance License