

Julio Alvarado

Contact info**My Profile**

Address: 451 ives dairy rd
Apt A101
Miami, Florida 33179

Tel. (305) -903-3437
Email: Julioheyaq017@gmail.com

Education

- 2- 15 Florida health, life & variable annuity contracts (2022)
- Medicare + fraud, waste & abuse training (AHIP) (2022)
- Humanitarian and Emergency Affairs world vision (2013)
Certificate of training of young volunteers for emergency response

Experience**American Health Marketplace (Present)**❖ **Bilingual W@H ACA sales agent**

I am responsible of assisting interested customer on the enrollment process to get a premium tax credit for a health plan.

Teleperformance, Port St Lucie, W@H (2022)❖ **Bilingual W@H Medicare sales agent**

I worked supporting the annual election period selling insurance policies for UHC, scheduling meetings for prospective members and aiding with any questions about products and services and Spanish or English.

SITEL Nicaragua (2016 – 2021)❖ **Customer Service Agent for Capital One (Bank)**

I was responsible to assist card holders with their questions, report and replace their credit cards, make payments, report fraud, aid about their fees, interests, membership and provide Web-Technical support for in and out of USA customers.

❖ **Customer Care Agent for United HealthCare (Insurance Company)**

I was responsible to assist members with their Medicare plans questions related to denied claims, call and assign providers, submit appeal and grievances, dispute Late Enrollment Penalty, Prescription claims, submit and review Prior Authorizations.

Computing

- MS Office
- Intermediate Excel

Languages

- English: Advanced
- Spanish: Native

Hobbies

- Chess
- Sports
- Cook

Personal references

- ❖ **Mariano Albornoz**
(305) 542-1289
- ❖ **Johanna Quiroz**
(786) 772-91