

Luis G. Mejia

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Sales and Business Development • Strategic Planning and Leadership • Timely Execution • Consultative Management • Performance Management • Problem Solving • Decision Making • Key Account Management • Fluent in English and Spanish • Internet Programming Languages (Html, CSS, JavaScript, Ruby, SQL)

AvMed Healthplans Inc.

August 2013 to October 2016

Level 4 Member Services Associate

- Addressed all service issues for Members and Network Providers according to contractual obligations
- Served as the liaison between AvMed, Network Providers, and all Members.
- Followed all HIPPA Guidelines and regulations
- Responsible for servicing the company's top employer groups

First Payment Systems Inc.

April 2010 to August 2013

Operations Division Coordinator

- Processed and verified merchant applications ensuring they met financial requirements.
- Served as the liaison between Chase Paymentech, First Data Merchant Services and First Payment Systems Inc.
- Verified Merchant financial data according to FirstData, Visa, Mastercard, Discover and American Express guidelines.
- Responsible for servicing the company's top 10 clients.

American Check Management

August 2009 to April 2010

Bad Check Division Account Coordinator

- Validated financial claims for accuracy and ensured term conditions were followed
- Maintained demographic profile database of clients
- Served as a full service point of contact for all communication and service issues with clients

DCI Biological

March 2008 to February 2009

Admissions Coordinator

- Administered and processed all donors and patient testing according to OHSA guidelines
- Maintained and documented all donor records according to HIPAA guidelines

The Home Depot Customer Contact Center

May 2003 to

August 2006

Front End Manager

- Acted as the liaison between the Customer, Company and Vendor for special installation projects
- Created estimates and quotes on installation requests for high value clients
- Mediated critical service issues for customers and vendors regarding issues on projects.
- Managed 50 employees

EDUCATION

WynCode, Miami, FL

December 2016

Florida International University, Miami, FL

December 2012

Bachelors In Arts: Political Science

University of South Florida, Tampa, FL

April 2009

Bachelors in Arts: Biology and Religious Studies