

Ashley Bellaflores

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To obtain a position in the Healthcare field.

WORK EXPERIENCE

Telecommunications Specialist

DaVita Medical Group - Kissimmee, FL -

2015 - Present

As a support representative for JSA Medical Group we are responsible for many roles inside the company. We will support the business where it is needed, from managing high risk patients information, scheduling appointments, answering phones, matrix sheets, verifying insurance information, handling prescription refill request and advising patients via telephone of important information. We handle any issue where we are needed for the business while providing excellent patient care. Also, handling STARS measures for insurances and entering in billing information.

At Home Advisor

Apple - Orlando, FL -

2014 - 2015

As an Apple At Home Advisor, we are supporting many of our popular products, from iPhones to iPad's to MacBook's to desktop Macs. As our customers' first point of contact, we are the friendly voice of Apple, providing world-class customer service, troubleshooting, and technical support. Customers rely on us to listen and use our technical expertise, creativity, and passion to meet their needs - and remind them that behind our great products are amazing people.

eCommerce Agent

Walt Disney World - Orlando, FL -

2013 - 2015

Provide "Magical" customer service and assist guests with the Walt Disney World internet site, more specifically, MagicBand questions and setup and their My Disney Experience account. Troubleshoot problems they may have such as login in difficulties or account setup challenges. Answer multiple emails from guests. Interact with guests and provide exceptional product knowledge and demonstrate fast paced information research and typing abilities via LiveChat, real time question and answering over the Disney World website. Demonstrate flexibility and adaptability in a new department with a new product and website, and constant production changes. Worked with a specialty team that is designed to assist other eCommerce agents with more technical problems. This required additional training and further product knowledge.

Owner Relations

Westgate Resorts - Orlando, FL -

2012 - 2013

Spoke with owners that call after 30 days from the date of purchase. Answer owner questions, book reservations, take payments and tasks related to the 5 star standards. Provide service to owner requests within the departmental guidelines. Maintain appropriate departmental logs, CSD, MR, etc. Assist all owners and internal customers offering a 5 star customer service via phone calls to the Owner Relation Department.

Advance Disney Resort Sales

Walt Disney World - Orlando, FL -

2011 - 2012

Generated revenue opportunity with high-touch sales, promotions, and special events. Conducted presentations on resort features, options, and events as part of campaigns - achieving results despite industry challenges.

Home Theater Manager

H.H. Gregg - Kissimmee, FL -

2011 - 2011

-2011

Created high-volume sales and operations results by guiding a team of associates to exceed company goals throughout the state of Florida. Quickly grew a sales team of 14 and was invited to open new stores in Miami and Ohio based on record performance.

Department Supervisor

Best Buy - Kissimmee, FL -

2007 - 2011

Recognized by the CEO as a top performer in the state of Florida with the 2010 Brad Anderson Legacy Stock Award. Created number one department in revenue out of 14 stores in the district and 102 stores in the region. Promoted to lead 30 associates in the number one department in the state. Helped mold sales associates to attain record sales for the department and the store. Continual record of sales success based on sales force mentoring, operations efficiency, and outstanding customer and employee satisfaction.

EDUCATION

General Studies

Valencia College - Orlando, FL

2014

Health Science Pre-Clinical

University of Central Florida - Orlando, FL

SKILLS

EMR, EXCEL, MEDICAL TERMINOLOGY, MICROSOFT EXCEL, MICROSOFT OUTLOOK

ADDITIONAL INFORMATION

SKILLS

- * BSL Certification
- * Medical Terminology
- * Microsoft Word
- * Microsoft Excel
- * Microsoft Works
- * Microsoft PowerPoint
- * Microsoft Outlook
- * Athena (EMR)