

Osciris “Ocean” Veliz

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Experience

Optum

Patient Account Representative I, April 2020 - current

- Meet daily production goals while working independently.
- Track and maintain trends to bring to team and management’s attention.
- Steward of resources to effectively appeal denials and obtain payment.
- Organizing and maintaining notes and resources for team to refer to about trends and issues.

Starbucks

Shift Supervisor, July 2015 - July 2021

Barista, July 2014 - July 2015

- Organized and distributed store operational tasks to on shift baristas.
- Maintaining a positive and upbeat attitude to set an example for the team to follow during a hectic work environment.
- Worked in a team environment and effectively maintained communication with others.

Pro Health Chiropractic

Front Desk Receptionist, October 2018 - March 2020

- Warmly welcomed all patients by name
- Time management
- Communication

Walmart

Customer Service Manager, February 2016 - April 2016

Cashier, September 2015 - February 2016

- Oversaw all operations on the front end of Walmart (i.e. Cashiers, Customer Service Associates, Greeters, ect.)
- Communicated with multiple levels of staff to achieve store goals.

Culver's

Crew Member, April 2012 - August 2014

- Teamwork
- Communication

Education

De Forest Area High School, De Forest, WI

2011 - 2014

- Graduated with Special Honors
- Met all required credentials to graduate a year in advance
- Advanced a year in math and science

Skills

- Communication
- Dependability
- Discipline
- Organization
- Time management
- Stewardship