

Myrtha Martin Gue

Recent graduate nurse/ Licensed Health Insurance Agent

Orlando, FL 32819

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Recent nursing graduate student preparing for the board seeking to use the skills and knowledge learned in nursing to assist your hospital. Willing and able to handle any medical emergency or situation. Licensed health insurance agent with Medicare sales experience and ACA certified. Dedicated individual with interpersonal skills and good communication skills. Reliable and compassionate worker with a sense of purpose. Experience with administrative assistant duties as well as scheduling. Experience in working as a cashier, motel front desk, as well as fulfilling the duty of assistant manager at a gas station.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Administrative Assistant/Appeals Specialist(Temporary Contract)

Kforce - Remote

August 2021 to Present

Process unemployment claims investigate and interview via telephone, individuals who have active unemployment insurance issues or appeals, their employers, and other relevant parties to make a decision regarding the resolution of their outstanding unemployment benefits issue; identify, obtain, and document relevant case facts.

Benefits Advisor

Alorica - Remote

June 2021 to Present

Processed inbound and outbounds calls, set up appointments and educated on available plan, and enrolled clients in a Medicare plan.

CSR - Customer Service Representative- Temp

Kforce - Remote

April 2021 to July 2021

Handled inquiries about Covid-19 vaccination by answering questions and helping with scheduling.

Licensed Health Insurance Agent

Teleperformance - North Lauderdale, FL

September 2018 to January 2019

Answer inbound calls, Medicare Advantage and Prescription plan enrollment.

Member Service Advocate

Convey Health Solutions

September 2015 to February 2016

Worked in a call center environment, processed enrollment for Med D, took prescription orders over the phone.

Deli Associate

Winn Dixie - Boca Raton, FL
January 2013 to March 2014

Used the slice machines, prepared sandwiches, served hot foods to clients.

Cashier/Sales Associate

DD's Discounts - Tamarac, FL
February 2009 to November 2009

Worked at the cash register, processed purchases and returns, stocked shelves, answered customer inquiries

Customer Service Representative

BP Amoco - Coral Springs, FL
July 2008 to April 2009

Ran customer purchases, kept the store cleaned and organized, counted and stocked merchandises, balanced cash register

Front Desk Associate

Travelodge Hotel - Fort Lauderdale, FL
October 2006 to July 2007

Checked in and out hotel guests, issued room keys, handled reservations, pointed hotel guests to local distractions and entertainments.

Assistant Manager

Hess Express - Tamarac, FL
August 2005 to November 2006

Ordered merchandise, did inventory, did cash count and balance, interviewed and trained new recruits. Ran cash register, cleaned store, counted, and stocked merchandises, always kept fresh coffee ready.

Sales Associate/Cashier

Hess Express - Tamarac, FL
December 2004 to August 2005

Ran cash register, cleaned store, counted and stocked merchandises, kept fresh coffee ready at all time

Education

Associates of Science in Nursing

Carleen Health Institute of South Florida - Plantation, FL
June 2018 to April 2020

High School Diploma

Whiddon Rogers Education Center - Fort Lauderdale, FL

Skills

- Knowledge of Microsoft office suite, cash register, scanner, (10+ years)
- Customer Service (5 years)
- Call Center (3 years)
- Bilingual (10+ years)
- Health Insurance (2 years)
- Haitian Creole (10+ years)
- Cash Handling (10+ years)
- Filing (1 year)
- Data Entry (3 years)
- Office Experience (2 years)
- Retail Sales (4 years)
- Inventory Control (2 years)
- Sales Experience (2 years)
- Food Service (1 year)
- Computer Skills (5 years)
- Computer Literacy (5 years)
- Phone Etiquette
- English
- Excel
- Typing
- Microsoft Office
- Nursing
- Medical Terminology
- Communication Skills
- Vital Signs
- Microsoft Outlook
- BLS (Less than 1 year)
- Nursing
- Analysis skills
- Medication Administration
- Sales
- Insurance sales
- Recruiting
- Customer service
- Microsoft Excel
- Pricing
- Microsoft Word
- Inside Sales

- Cold Calling
- Research
- Account Management
- Salesforce
- HIPAA
- Negotiation
- Presentation Skills
- CRM software (Less than 1 year)
- Citrix (2 years)
- AWS (Less than 1 year)
- PeopleSoft (Less than 1 year)
- SharePoint (1 year)
- Oracle (Less than 1 year)
- POS (6 years)
- IVR (1 year)
- Avaya (3 years)
- Workday (1 year)
- Windows
- Administrative experience
- Medicare
- Care plans

Languages

- Haitian Creole - Expert

Certifications and Licenses

Licensed Health Insurance Agent

Present

CPR Certification

Basic Life Support (BLS)

June 2020 to June 2022

Notary Public

September 2021 to Present

Food Handler

May 2019 to May 2022

Assessments

Verbal communication — Proficient

January 2020

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Sales skills — Proficient

November 2020

Influencing and negotiating with customers

Full results: [Proficient](#)

Work style: Reliability — Expert

December 2019

Tendency to be dependable and come to work

Full results: [Expert](#)

Scheduling — Proficient

November 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Proficient](#)

Inside sales — Expert

December 2020

Actively listening and responding appropriately; performing common sales calculations.

Full results: [Expert](#)

Data entry: Attention to detail — Proficient

February 2020

Maintaining data integrity by detecting errors

Full results: [Proficient](#)

Work style: Conscientiousness — Expert

February 2020

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [Expert](#)

Call center customer service — Highly Proficient

June 2021

Demonstrating customer service skills in a call center setting

Full results: [Highly Proficient](#)

Attention to detail — Expert

February 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Expert](#)

Warehouse associate — Highly Proficient

February 2020

Assesses the tendencies that are important for success in warehouse roles.

Full results: [Highly Proficient](#)

Front desk agent (hotel) — Expert

February 2020

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Expert](#)

Patient-focused care — Highly Proficient

August 2021

Responding to patient concerns with sensitivity

Full results: [Highly Proficient](#)

Basic attention to detail — Proficient

August 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Work style: Reliability — Highly Proficient

August 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Highly Proficient](#)

Basic attention to detail — Proficient

August 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Manufacturing fit — Proficient

November 2021

Measures the traits that are important for success in manufacturing roles

Full results: [Proficient](#)

Work motivation — Proficient

November 2021

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

Supervisory skills: Motivating & assessing employees — Familiar

November 2021

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.