

Isabella Travieso

EXPERIENCE

Department of Economic Opportunity, Tallahassee FL — Agent

02/20 - Present

- Assist with unemployment claims via telephone, chat, etc.
- Collect debt from overcompensated claims.
- Document and submit fraud or identity theft claims and forms.
- Release benefits and compensation for claimants.
- Create base period and verify claimant status; eligibility and documents.
- Verify claimant identities via SSN, Drivers Licence, etc.

Pixxles LTD-T1 Payments LLC, Miami FL — *Account Manager/ Administrative Assistant*

09/18 - 02/20

- Assist businesses with integration of e-commerce shopping charts, rates, deposits, fraudulent transactions, etc.
- Increased profits and YTD client satisfaction by 20%.
- Ensure negotiations with deals were settled from rates to documentation.
- Assist the executive team with reports, training and or other projects.
- Suggesting alternatives to increase client profit. Increase YTD 10% avg.

Prestige Behavioral Group, Kendall FL — *Operations Manager/Quality Control and Assurance Specialist*

9/17 - 11/18

- Managed 20+ therapists and 40+ clients as well as recruitment.
- Quality control assurance for therapist's licenses and clients documents.
- Interchanging of client personal information with insurances.
- Cross referencing therapist documentation and data, creating charts, creating spreadsheets and diagrams etc.
- Calculate payroll hours and therapist schedules.

EDUCATION

Florida International University, Miami FL — *Bachelors in Business Administration*

8/16 - 5/20

Completed 4 year University degree in Business Administration. Educated with skills in areas such as Accounting, Marketing and Human Resources.

SKILLS

Administrative and Management

Data Entry

Account Management

Bookkeeping

Microsoft Office

CRM Programs

Outbound Calling

Customer Service

Accounts Payable

Accounts

Receivable

Confidentiality

Network Security

LANGUAGES

English

Spanish

