



WORK EXPERIENCE

SENIOR TALENT SPECIALIST - VIRTUAL ASSISTANT

DLS Innovations LLC | Oct 2021 - Jul 2023 (1 Year, 9 Months)

- Recruited and onboarded healthcare professionals, managed job postings, pre-screened candidates, tracked documentation, and maintained candidate records using CRM tools.

TEAM LEADER - COMPLIANCE DEPARTMENT

Legacy Personnel Inc. | Jul 2023 - Present

- Led a team of compliance specialists in clearing provider documentation, handling credentialing follow-ups, and ensuring timely onboarding.

CUSTOMER SERVICE REPRESENTATIVE

DLS Innovations LLC | Nov 2018 - 2024 (5 Years)

- Handled customer inquiries, complaints, and service processing via multiple channels with a focus on resolution and customer satisfaction.

Licensed Financial Advisor

PRU Life UK | Nov 2018 - 2024 (6 Years)

- Conducted financial seminars, advised clients on investments and insurance, and built lasting client relationships based on financial planning.

SKILLS/AREAS OF EXPERTISE

- Digital Marketing Management
- Email Management
- Calendar Management
- Social Media Management
- HR Support
- Recruitment Assistance
- Compliance Support
- Lead Verification
- Vendor Management System (VMS) Management
- CRM Management
- Outbound and Inbound Calling

TECHNOLOGY

- Google Workspace
- Microsoft Office 365
- Canva
- Creators Hub
- Meta
- CRM Platforms
- VMS Platforms
- RingCentral
- OpenPhone
- ShiftWise
- Management Solution
- EasyClocking
- Concentra
- Screen IO

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