

Luis Bordon

Customer service focused, bilingual healthcare professional with seven years of experience. Adept at solution driven problem-solving, quality healthcare plan selection assistance, and peer coaching and training.

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EXPERIENCE

Healthcare Access Maryland, Laurel, MD — *Bilingual Healthcare Navigator*

July 2015 - PRESENT

- Conduct new hire training and provide on-going support following the training period to ensure departmental guidelines are continuously met
- Facilitate health plan selection based on consumer health care needs
- Provide in-depth information on eligibility guidelines, premium tax credit subsidies, and cost sharing
- Resolve and manage consumer issues and complaints

Healthy Howard, Columbia, MD — *Bilingual Lead Customer Service Representative*

October 2013 - July 2015

- Provided information, in English and Spanish, to consumers about health-care programs and county medical assistance benefits
- Handled and researched escalated issues requiring supervisory intervention to the consumer's satisfaction in a timely manner
- Conducted new hire training and provided on-going support following the training period to ensure departmental guidelines were continuously met
- Triaged consumer requests and directed them to appropriate departments

Columbia Heights/Shaw Family Support Collaborative, Washington, D.C. — *Bilingual Truancy Case Manager*

March 2013 - October 2013

- Coordinated with school supervisors and social workers to reduce student absences
- Created strategies for providing family specific solutions to improve student attendance
- Performed risk assessments to determine appropriate level of services for students and families
- Served as a liaison between community agencies and families

SKILLS

Effective interpersonal communication

Strong team leadership

Database maintenance

Excellent Consumer Relations

Conflict Resolution

LANGUAGES

Spanish, English

Grevis Vasquez, Memphis, TN — *Personal Assistant*

May 2010 - October 2012

- Coordinated various travel arrangements for tours and publicity events
- Acted as a liaison to business manager and agent for promotional bookings and scheduling
- Organized daily activities and maintained schedule
- Fielded and reported potential marketing opportunities

Washington Adventist Hospital, Takoma Park, MD — *Nutrition Service Staff*

August 2001 - July 2005

- Prepared meals according to safe and sanitary food handling techniques
- Managed and resolved patient complaints and escalated them as needed
- Processed patient paperwork and performed admissions procedures
- Provided bilingual language support to Emergency Department staff as needed

EDUCATION

University of Maryland College Park, College Park, MD — BA, Family Studies

2005 - 2007

Montgomery College, Rockville, MD — AA, *General Studies*

2005

Certifications

Maryland Health Benefits Exchange — *Certified Navigator*