



DIAMOND JACKSON

Certified Nursing Assistant / Life Health Accident Insurance Agent

CONTACT

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EDUCATION & CERTIFICATION

**Pohs Institute of Insurance
Westbury, NY**
Health, Life and Accident
Insurance License | July 2019

**Georgia Perimeter College/
Georgia State University**
Online Courses | January 2015 –
May 2018

Allen School, Jamaica, NY
Certified Nursing Assistant-
Phlebotomy Technician- EKG
Technician | Feb 2005 – Mar
2005

**Elmont Memorial High School
Elmont, NY**
High School Diploma
Regents Diploma | September
1996 – June 2000

EXECUTIVE SUMMARY

Innovative, results-oriented Certified Nurse Assistant and Health Insurance Agent with 11+ years of broad experience in the healthcare field. Possess strong applied knowledge of case management systems and reporting. Expert in personal, property and casualty loss and damages, negotiates peaceful resolutions of all claims with emphasis on fairness and thoroughness. Self-motivated, result-oriented leader with proven performance track record in directing operations and customer service areas. Proven track record of supervising complex operations while meeting stringent timeline, and a reputation for consistently achieving aggressive sales objectives. Adept at liaising seamlessly between clients, stakeholders, and teams to define and translate objectives into solutions that dramatically improve efficiency, productivity, and profitability. Excellent planning, interpersonal, and organizational skills with proven ability to ensure a strong team approach and attainment of maximum performance levels and productivity in challenging healthcare environments.

PROFESSIONAL EXPERIENCE

Life Health Accident Insurance Agent

Family First Life | February 2022 – Present

- Open and maintain customer policies for Auto, Home, and Life, including Variable Life Insurances and Annuities
- Establish strong relationships with clients by providing excellent customer service and customizing insurance products to what their needs are
- Educates consumers through the process of writing appropriate life insurance policies and about insurance options that will benefit their needs
- Responsible for complying with paperwork accuracy and deadlines

Medicare Sales Agent

United Health Care | February 2022 – Present

- Offer Medicare recipients new enrollment or supplementation to current policies. Follow all state laws and regulations
- Present products and programs to potential prospects, including Medicare Advantage, Medicare Supplements, Prescription Drug Plans and Specialty
- Support the marketing, enrollment and educational efforts of the Medicare and Individual Programs
- Work closely with Medicare Health insurance Producers and related industry professionals and organizations

Registrar Financial

Northwell Health Cohens Children's Clinic, Lake Success, NY | October 2020 – Present

- Primary role focused on registering and confirming demographics
- Collection of co-payments along with scheduling appointments
- Utilize knowledge of Sorian financials, HDX Insurance verification, GECB, and Allscripts systems

CORE COMPETENCIES

- Microsoft Office Programs
- QuickBase
- Medical Coding
- Data Entry
- Sales
- Life/Health Insurance
- Medical Billing
- Consulting & Support
- Customer Service
- Project Management
- MailChimp
- Presentation/Communication
- Team Coaching/Leadership
- Stakeholder Communication
- Office Management
- Writing Policies & Procedures

Unit Receptionist

Northwell Health Cohen Children's Hospital, New Hyde Park, NY | December 2015 – October 2020

- Maintained order and communication between doctors, nurses and associate staff
- Appropriated admission and discharge paperwork
- Other duties include heavy phones, filing, faxing and general medical supply ordering

Access Services Representative

United Health Group- Optum 360, Manhasset, NY | November 2016 – August 2017

- Admissions and Registration representative
- Duties included registering new and existing patients, submitting insurance information to healthcare companies

Certified Nursing Assistant/ Clerical/ Receptionist

Northwell Health Stern Family Rehabilitation Center, Manhasset, NY | September 2013 – December 2015

- Responsible for accurate measures of vital signs and providing daily care to patients
- Rehabilitation assistance with walking and exercising extremities
- Regular charting of documentation and collecting specimens for laboratory testing included in position
- Clerical duties included filing paperwork, creating admissions and discharge packets
- Customer service and quality assurance interviewing amongst consumers
- Assisted with various administration needs including concierge, directory and operating switchboard systems

Certified Nursing Assistant

Mayfair Care Center- Hempstead, NY | March 2013 – September 2013

- Assisted residents with daily living activities, medical appointment transports and day room monitoring/ interaction

Certified Nursing Assistant

Healthforce Comfort Homecare, Atlanta, GA | May 2012 – November 2012

- One to one care aide Northside Hospital Atlanta
- Position entailed safety watch for patients on suicide and elopement risk; plus comfort and care for disabled and disoriented patients

Certified Nursing Assistant

Alliance Care Homecare, Duluth, GA | March 2011 – May 2012

- Home care CNA duties included assistance with daily living activities,
- medication reminders and light housekeeping