

Frank Parra

Vender manager/ construction- PK Management

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#readytowork

Authorized to work in the US for any employer

Work Experience

Vender manager/ construction

PK Management - Doral, FL

April 2019 to Present

This is a HUD owned company that we handle the property management of the US. My main job is to hire vendors to work for us as either a plumber , construction worker, handy man or any other contractor. I also do bids through multiple providers to know which could be a able to to give me a reasonable price. I handle all the hiring documents and I have to make sure the vendors receive properties to work on. Documents that I handle are the following:

- hiring documents
- background check of each vendor. including (SSN number, any kind of ID, and personal information.
- insurance forms
- any documents dealing with prices we pay. (Bids)
- Reading construction plans

I handle more documents but those are the basic paper work I handle. In this job they had conducted multiple background clearances with me in order to work with personal documents.

Post hospitalization Care Coordinator/Case management supervisor

INDEPENDENT LIVING SYSTEMS LLC

January 2018 to April 2019

I handle medical coordination's or any service and help solve the patient's issues. I coordinate the patient's medical appointments also transportation. I handle cases that the patients would need canes , walkers or commode and help them get the equipment. Part of my job also is to follow up on authorizations and medication being approved . Also I give patients updates of the current request if it was either denied or approved. For example, if patient needed home health services I had to make sure the authorization was approved and informed the patient of the status in order for services to start.

Member Consultant

Magellan Complete Care - Miami, FL

December 2016 to December 2017

I was customer service consultant. the company is specialized in Medicaid members that have (SMI) mental and /or behavioral disorder. we Help the patients with their Medicaid accounts. I make sure they go through the process quickly and accurately. I help them find doctors around their area and make sure they are still active with Medicaid. the position also required me to analyze and examine claims to process them accurately.

Visa customer service

Visa Call Center - Miami, FL
October 2016 to January 2017

I was a customer service representative I activated the credit or prepaid cards and help my clients by solving the problems they have with their account. for example, if a card was stolen or missing I had to make sure to cancel the card to make sure no money goes missing and if money is missing I had to set up a claim for mbr to have the money back.

Customer Service Representative Supervisor

Road America - Miami, FL
November 2014 to October 2016

I helped out clients that needed help with taking their vehicles of the road and out of danger. I dealt with member that have a normal sedan to semi-trucks. I helped members all around the united states mainly in California. I was in charge on handling authorization to make sure the tow or any service that was requested would be approved or denied. I also handled insurance claims to make sure the insurance was active. they promoted me to be a dispatcher QA .my job was to follow up on cases that wasn't handled properly. Then I was promoted to a management position I helped out my team solve escalated calls. if their was a call that the regular agent couldn't handle and was a emergency I take it upon myself to take ownership of the call and handle it through the end.

Cashier/ building and lumber associate

Home Depot - Miami, FL
November 2013 to November 2014

I was a cashier and a lumber/building material associate I had multiple jobs at once and made sure all the money was counted correctly and made sure the floors of the company were clean and everything was organized properly.

Education

High school or equivalent in Biology

Miami Dade College - Miami, FL
2016 to Present

High school or equivalent in Pre-medicine

John A. Ferguson Senior High School
June 2011 to May 2015

Skills

- Case Management
- Utilization Review

- Mental Health
- Customer Service (5 years)
- Microsoft Office
- problem solving
- Documentation
- Management
- Counseling
- Outlook
- Property Management
- Quickbooks
- Accounts Payable
- Excel (5 years)
- Word (5 years)
- Powerpoint (4 years)
- Healthcare (3 years)
- Call Center Management (4 years)
- Scheduling
- Inventory
- Operations
- Payroll
- training
- Microsoft Word
- Inventory Management
- Team Building
- Lab Technician
- Fiber Optic
- Splicer
- Construction Management
- drywall
- Construction Laborer
- Office Management
- Project Management
- Accounts Receivable
- Communications (3 years)
- Site supervisor (3 years)
- Drivers license (8 years)
- Computer Skills (7 years)