

Jose Landaverde

Houston, TX | jose.landav.work@gmail.com
joselandaverde.com | English and Spanish

Healthcare Operations | Claims Research and Member Support

Bilingual healthcare and client support professional experienced in researching Medicare claims, benefits, and billing questions and helping payroll/HCM SaaS customers use platform workflows. Brings clear member and client communication, careful troubleshooting, account reconciliation, process documentation, and supporting Excel skills.

Professional Experience

HCSC (HealthSpring) — Remote (Houston, TX)

Customer Advocate, Medicare Advantage → Medicare Supplement | Jun 2025 – Present

- Handle 200+ member calls per month while researching Medicare Advantage and supplemental plan claims, benefits, pharmacy, billing, and questions about member files.
- Coordinate with pharmacies and internal teams, explain next steps, and follow up with members.
- Helped restore a member's suspended coverage by investigating a billing error tied to an address and coordinating corrections with billing through resolution.

Bank of America — Houston, TX

Collections Specialist

Jan 2024 - Jun 2025

- Maintained a 100% quality score for seven months in business and consumer collections.
- Reconciled customer-reported information with system records to resolve account discrepancies and address payment delays.
- Assisted customers who spoke English and Spanish with payment arrangements and account concerns.

Paylocity — Remote

Account Manager II

Sep 2022 - Dec 2023

- Helped new customers get acclimated to Paylocity's payroll and HCM suite, including setting up payroll batches and earning and deduction codes.
- Troubleshot payroll, onboarding, reporting, and product questions by guiding assigned clients through the platform.
- Handled 100+ client calls per month as a primary contact for assigned clients and supported their use of Paylocity products.

CVS Health / Meritain Health — Remote

Customer Service Representative

Aug 2021 - Sep 2022

- Reported 99%+ accuracy while responding to medical claims and benefits inquiries in a busy queue and meeting production requirements.

Phoenix College — Phoenix, AZ

Academic Advising Assistant

2019 - 2021

- Helped students navigate enrollment and financial aid processes; coordinated staff scheduling, student record distribution, and office supplies.

Skills

Claims and benefits research • Billing discrepancy investigation • Member follow-up • Payroll and HCM SaaS customer support • Client onboarding • Payroll batch and code setup • Product and report troubleshooting • Account reconciliation • Process documentation • Salesforce and CRM systems • Excel (VLOOKUPS, PivotTables, nested formulas) • English and Spanish

Education and Training

Phoenix College | College coursework, 2017 - 2020

HIPAA Privacy and Security training • FDCPA compliance knowledge