

Travon Brooks

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Authorized to work in the US for any employer

Work Experience

Merchant Mariner

Alpine-New York, NY

June 2025 to July 2025

- Performed routine maintenance and cleaning of the vessel and deck to maintain safety and operational standards.
- Assisted with docking and undocking procedures by handling mooring lines and securing the ship.
- Conducted regular security rounds to ensure all equipment and areas of the vessel were secure and intact.
- Stood lookout in the wheelhouse to support the captain or mate, maintaining vigilance and assisting with navigational awareness.
- Supported the crew with daily operations to ensure the safe and efficient functioning of the vessel.

Merchant Seaman

American Cruise Lines-Houston, TX

June 2024 to January 2025

- Performed line handling during docking and undocking operations to ensure vessel safety.
- Carried out daily cleaning, sanitation, and maintenance tasks to maintain shipboard hygiene and readiness.
- Completed routine repairs and execution of shipboard work list issues under supervision of the Mate.
- Supported logistics tasks, including inventory and equipment checks.
- Maintained clear communication with the Mate and Engine Room Attendant, providing daily updates on operations and issues.

Claims Appeal Specialist

Cognizant-Houston, TX

August 2023 to June 2024

- Responsible for the timely and accurate resolution of denied insurance claims, ensuring appeals are submitted appropriately to maximize reimbursement.
- Reviewed detailed documentation, clinical notes, and payor correspondence to determine root causes of denials and take corrective actions.
- Utilized payor-specific guidelines, carrier portals, and tools such as Encoder to assess and validate coding and billing accuracy.
- Collaborated with AU Health coding staff and other departments to gather necessary documentation and clarify coding discrepancies.
- Maintained up-to-date knowledge of insurance regulations, coding changes, and appeal processes to ensure compliance and improve appeal success rates.
- Tracked and monitored appeal statuses and deadlines to avoid delays and support revenue cycle goals.

Store Manager

The style vault-Jacksonville, FL

April 2022 to March 2023

- Managed merchandise selection and ensured shelves were consistently stocked with in-demand items.
- Monitored inventory levels and promptly refilled out-of-stock products, helping maintain product availability and reduce shrink.
- Assisted with inventory tracking and cycle counts to support loss prevention and reorder accuracy.
- Resolved customer complaints professionally and efficiently, ensuring a positive shopping experience and maintaining customer satisfaction.
- Collaborated with team members to maintain store cleanliness, presentation standards, and smooth day-to-day operations.

Customer Service Representative

Your Home Advantage-Clearwater, FL

January 2021 to October 2021

- Conducted outbound calls to members to schedule in-home safety assessments with a registered nurse, focusing on fall prevention and overall wellness.
- Educated members about complimentary services included in their health plan to reduce home hazards and avoid unnecessary trips to the ER or hospital.
- Handled high call volumes while maintaining excellent communication and customer service standards.
- Documented call outcomes accurately in system records and followed up to ensure appointment completion.
- Collaborated with clinical and scheduling teams to ensure timely assessments and resolve scheduling conflicts.

Customer Service Representative

Paychex, Inc.-Clearwater, FL

October 2018 to January 2020

- Assisted customers with completing health plan enrollments, ensuring accuracy and eligibility compliance.
- Educated members on available insurance plans, explaining benefits, coverage options, and costs to support informed decision-making.
- Provided step-by-step guidance throughout the application and enrollment process, addressing questions and resolving issues in real-time.
- Maintained up-to-date knowledge of current health plan offerings and Marketplace regulations to ensure accurate information delivery.
- Demonstrated patience and professionalism when working with diverse populations, including first-time enrollees and individuals with limited health insurance knowledge.
- Worked directly with the Health Insurance Marketplace to verify and confirm member eligibility and enrollment status.
- Collaborated with peers and departments to ensure a high standard of customer service and contribute to team goals.
- Maintained compliance with HIPAA and company standards in all interactions and system documentation.

Reserch analyst

Traditional Senior Management-Tampa, FL

December 2015 to January 2018

- Demonstrated ability to thrive in fast-paced, high-pressure environments, consistently meeting deadlines and quality standards.
- Audited reported and unreported patient data for both charted and uncharted individuals to ensure compliance and accuracy.

- Maintained and tracked patient appointment attendance (shows/no-shows) using Excel spreadsheets for internal reporting.
- Handled inbound complaint calls from residents or facility contacts, documented concerns in system, and promptly escalated issues via email to ownership or appropriate stakeholders.
- Used active listening and confident communication skills to resolve concerns and convey findings clearly to teams and leadership.
- Monitored trends and identified patterns in facility data, proactively researching nursing homes with potential compliance or safety issues.
- Supported internal audits and investigations by compiling and analyzing statistical data to support resolution efforts.

Education

High school or equivalent

Western university-Tampa, FL

2010 to 2013

Skills

- Customer Service
- Commercial cleaning
- Data entry
- Shipping & receiving (2 years)
- Caregiving
- Customer Care
- Project Management
- Phone etiquette
- Custodial experience
- Customer Support
- Call Center

Certifications and Licenses

CPR Certification

Merchant Mariner Credential

TWIC Card

First Aid Certification

Driver's License

Certified Home Health Aide

Additional Information

QUALIFICATIONS

- Successfully completion of Specially Trained Ordinary Seaman Program
- Current USCG Merchant Mariner Credentials with VPDS D endorsement
- Current USCG Medical Certificate
- Current USCG Merchant Mariner document,STCW 95 endorsements,Basic Training VPDS D
- VALID Passport
- Personal Survival Techniques Training
- Personal Safety and social Responsibilities
- Basic Fire Fighting Training
- First Aid and CPR Training

CREDENTIALS

- Reference number 3474817
- mmc expiration date 12/02/2029
- twic expiration date 12/07/2028
- medical certificate expiration 9/09/2025