

# Travon Brooks

Houston, TX 77084

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Authorized to work in the US for any employer

## Work Experience

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### **Merchant Seaman**

American Cruise Lines-Houston, TX

June 2024 to January 2025

line handling, cleaning, maintenance, sanitation, and logistics task Deckhands are responsible for daily execution and repairs of shipboard work list issues, ensuring the Mate and Engine Room Attendant are updated daily.

### **Claims Appeal Specialist**

Cognizant-Houston, TX

August 2023 to June 2024

- The Claims Appeal Specialist is responsible for timely and accurate resolution of denied insurance claims
- Reviews all pertinent information to ensure denials are worked in a timely manner and appeals for the denied claims are submitted appropriately
- The Claims Appeal Specialist use payor guidelines, carrier websites, coding edits tools such as Encoder, etc., and communication with the AU Health coding staff to determine to appropriate steps needed to resolve the denial

### **Stocker/inventory**

The style vault-Jacksonville, FL

April 2022 to March 2023

Manage merchandise selection of inventory. Refilling out of stock items while keeping track of inventory

### **Helper**

Southern Staffing-Jacksonville, FL

January 2021 to October 2021

Helper setting up for work on a vessel, preparing vessel surfaces, performing fire watch and hole watch duties , removing primer and paint Wire pulling using power tooling

### **Customer Service Representative**

Paychex, Inc.-Clearwater, FL

October 2018 to January 2020

Follow up with customers if/when necessary Experience engaging and resolving complex and critical inquiries. Accurately document , research and resolve customer service issues clarify break down of claims. Work closely with the health care Marketplace to determine member eligibility. Work closely with peers to maintain companies Customer service goal.

### **General Laborer**

Ameri-Force-Jacksonville, FL

February 2017 to October 2018

setting up for work on a vessel, preparing vessel surfaces, performing fire watch and hole watch duties , removing primer and paint

### **Reserch analyst**

Traditional Senior Management-Tampa, FL

December 2015 to January 2017

Jacksonville FL February 2014-January 2017 Ability to cope with fast paced and pressured work.Audited reported and unreported data for charted and uncharted patients.Report patient shows/ no shows by using an excel sheet.Active listening.Confident presentation skills.Ability to notice patterns within statistics

## Education

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### **High school or equivalent**

Western university-Tampa, FL

2010 to 2013

## Skills

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

## Certifications and Licenses

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### **CNA**

### **State Tested Nursing Assistant**

### **Certified Medication Technician**

### **Certified Home Health Aide**