

# Jamal Buckland

1531 Scarbrough Cir SW

Concord, NC 28025

Phone: (704) 713-1888 Email: Jam4245@gmail.com

---

**Career Objective:** In my experience, I have made fundamental changes in the workforce and the way it operates to introduce advanced, streamlined systems interwoven in efficacy to ensure proven results. I know success takes a laser focus on courageous goals undergirded by the confluence of leadership, engagement, and inspiration. I want to continue to help create the most effective business and people strategies for organizations to reach their goals and beyond. I have unlocked the hidden talents of a diverse gamut of people, help them set and engage in goals, execute a plan of action, and ultimately inspire them to success.

## Experience

### Teleperformance

#### Sales Account Specialist

July 2021-present

- ❖ Serve as the lead point of contact for all customer account management matters
- ❖ Identify additional needs customers may have and help them to upgrade products or services
- ❖ Utilizes client and/or company-provided advanced technical systems to perform and complete proficient data entry and processes.
- ❖ Communicates professionally with customers to explain policies, show value of brand(s) represented, follow-up as necessary to sell appropriate plans or policies
- ❖ Develops and maintains thorough product knowledge
- ❖ Demonstrates a high degree of integrity and follows compliance/quality assurance requirements

### CVS Health

#### Operations Manager

April 2021-October 2021

- ❖ Directing and managing client services and pharmacy business functions with respect to clinical and customer services and pharmacy operations.
- ❖ Accountability for service performance, customer satisfaction and financial performance.

- ❖ Collaborating with other functional areas to support sales, operational and financial objectives of the specialty pharmacy services group as it relates to day-to-day pharmacy operations.
- ❖ Providing effective leadership and direction to all direct reports while managing and fostering a dynamic and progressive work environment characterized by high integrity, commitment to excellence and respect.
- ❖ Effectively communicates and implements company procedures for following all applicable internal controls necessary to comply with federal regulations and company policy.

**ByGrace Homes, LLC**

**Manager, Client Services Operations**

**April 2020- April 2021**

- ❖ Responsible for financial planning, business development, client services coordination, staffing and workforce planning, community partnerships, healthcare operations, and regional administration within budgetary confines.
- ❖ Hire, schedule and manage the performance of the assigned clinical team.
- ❖ Approve expenses for healthcare.
- ❖ Analyze monthly financial statements and implementing strategies to increase profitability and sales; manage operating expenses (profit and loss responsibility) to maximize contribution; develop and execute business plan.
- ❖ Ensure regulatory compliance for assigned clinical care team.
- ❖ Participate in the development of policies and procedures to ensure compliance in accordance with standard regulatory procedures of state and federal regulatory agencies.
- ❖ Contract negotiation with pursuant organizations in relation to client services

**Planet Fitness**

**Assistant General Manager**

**January 2020-April 2020 (Covid temporary close)**

- ❖ Assisted in recruiting, hiring, training and developing a high-performing staff consisting of Member Service Representatives, Trainers and Custodians.
- ❖ Involved in implementing strategies, such as strategic discount programs, to maximize membership sales
- ❖ Involved in executing strategic sales approaches to ensure sales maximization of fitness and endurance products.

- ❖ Involved in facilitating upselling strategies of advanced level memberships to maximize branch revenue
- ❖ Assisted in maintaining a welcoming atmosphere for all members, prospective members and guests and ensuring staff follows superior customer service guidelines.
- ❖ Assisted with Staff Management and provide backup support to Club Manager as needed.
- ❖ Assisted in scheduling and supervising staff.
- ❖ Assisted in resolving or escalating employee issues or concerns.
- ❖ Taken prospective members on tours.
- ❖ Assisted in overseeing cleanliness and maintenance of the facility.
- ❖ Assisted in ordering of supplies using specific budget based on club requirements.
- ❖ Assisted in tracking statistics and reports (weekly, monthly, and annually).

### **Aflac Inc.**

#### **Sales Account Manager**

**January 2018- December 2019**

- ❖ Coached, Trained, and Mentored a team of sales consultants to their career goals
- ❖ Set District teams sales goals, casting vision and establishing a plan to get there with the District team
- ❖ Consulted with business owners/gatekeepers to offer supplemental, Medicare, and ancillary insurance benefits for all employees.
- ❖ Served as initial point of advice, problem resolution, and facilitation in the areas of employee benefits
- ❖ Developed and maintain an extensive book of business
- ❖ Educated Business owners, gatekeepers, and staff of company insurance products' outcomes of strengthening profitability and employee retention
- ❖ Provided business solutions with company assistive and value-added services.
- ❖ led the district sales objectives and growing the sales team
- ❖ Engaged and enrolled employees in benefits packages
- ❖ Continued to service employer accounts through ongoing consultation on topics regarding new benefits options, the latest benefits trends, ACA updates, etc.

### **GoHealth, LLC**

#### **Benefit Advisor**

**May 2017-December 2017**

- ❖ Built relationships with clients beyond a transactional basis
- ❖ Developed and implement business and marketing plans
- ❖ Execute phone appointments with clients to advise and offer best Medicare insurance plan benefits
- ❖ Discussed financial concerns and needs of consumers
- ❖ Presented potential health coverage solutions using a wide array of company products and services to increase insurance sales via IEX and Five9 systems.
- ❖ With a prudent understanding of insurance politics and functions, selected the most

compatible plan from the company's many variations of products to sell uniquely to the fitting consumer

- ❖ Explained plan features and updates and expand clients' knowledge base and understanding of health policies to ensure the solidity of the sale
- ❖ Processed and Navigate through specialized computer software systems

## **Atrium Health**

### **Healthcare Technician**

**May 2015-October 2016**

- ❖ Supported management with unit coordinatization
- ❖ Processed and manage confidential information for medical evaluation
- ❖ Created and organized clinical schedules and appointments
- ❖ Administered medical and clinical aid to ill or injured patients.
- ❖ Prepared medical reports for proper processing and distribution
- ❖ Processed data information and documentation via filing, faxing and signing
- ❖ Executed technical tasks with sharp computer software skills/ Possess strong knowledge of Microsoft Office products
- ❖ Assisted Insurance companies with the processing and documentation of claims
- ❖ Exhibited significant interpersonal communication skills through the cohesive interaction with relative healthcare professionals, making clarifications and obtaining information.

## **Education:**

BGS, Social Behavior & Human Understanding, Magna Cum Laude, University of Arizona  
Life, Health, & Medicare Insurance License

