

Westbury, NY 11590 | (516) 225-8260 | morganammoy@gmail.com

### Core Qualifications:

- Fluent in: Microsoft Office, Excel, Keynote, Powerpoint, Photoshop, Lightroom, InDesign, Canva, Final Cut Pro, Adobe Premiere.
- Excellent interpersonal skills, communication skills, problem-solving skills, time management skills, and task management skills. Strong ability to work independently.
- Skilled at learning new concepts quickly, while maintaining a professional manner under pressure. Highly motivated self-starter, and reliable leader with an outgoing personality.

# EDUCATION:

**Southern New Hampshire University** Online 06/2020 - Current Masters in Business Administration: Concentration in Music Business Current GPA 3.67 **Full Sail University** Winter Park, FL 11/2016 - 06/2018 Bachelor of Science in Entertainment Business - Advanced Achievement Award Recipient National Society of Collegiate Scholars Full Sail Chapter - Executive Vice President Entertainment Business Excellence Program Inductee 2017 | Full Sail Black Student Union - President WWE-NXT Student Initiative Volunteer - Marketing, Merchandise, Sales, Customer Service Florida Technical College **Orlando**, FL 07/2015 - 08/2016 Associate of Science in Business Management and Marketing Alpha Beta Honor Society **VOLUNTEERISM:** 

**Legal Aid Society of Orange County** - Volunteer Advocate for Children - Assist attorneys with cases by driving to visit children and families within the legal system. Providing detailed documentation of home visits and observations.

#### <u>EXPERIENCE:</u> Express Scripts Inc.

### Orlando, FL

05/2019 - 08/2020

# Patient Care Advocate

- Assumes customer service role for the prescription benefit management company.
- Handles approximately 500 inbound member, provider, and physician calls in a 40 hour work week. Manages upfront adjudication and billing for current & newly enrolled customers through dual monitor system and medical database.
- Collaboratively working with operational departments to research and resolve mail order and claims issues, while responding to members within performance agreement guidelines.
- Computes test claims for pharmacists and members seeking quotes on medications.

*Engelwood Elementary School (OCPS)* Orlando, FL 12/2018 - 05/2019 Media Clerk / Media Specialist

- Performs customer service functions; provides assistance and information related to library policies and procedures; assists all students and teachers in their needs.
- Processes new books and materials and adds to collection via computer; bar coded new materials.
- Inventories over 300 media center equipment; repairs and mends library materials; wraps books.
- Shelves books and other materials in the reading room; keeps collection in proper order; stocks and restocks bookshelves. Assists students at the circulation desk with checking library materials in and out via computer automated systems.

# Kelly Educational StaffingOrlando, FL10/2016 - 12/18

# **Orange County Substitute Teacher**

• Promptly traveled to over 100 schools in Orange County over the course of 2 years on short notice. Assumed duties of the regular district/school classroom teacher. Implemented existing lesson plans to classrooms of 20-25 students in a manner that ensures the integrity of academic time, and motivates students to learn and participate.

