



## **Enrique E. Signo**

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### **Career history:**

**FIND SUNRISE** - <https://www.findsunrise.com/>

**March 2023 - June 2024 - Tier 2 Support (home-based)**

**[Telehealth for Weight Loss Medication]**

- Reply to emails and SMS using Zendesk.
- Make insurance and pharmacy calls to obtain results or gather missing patient details.
- Process cancelations and refunds for charges using Stripe.
- Process appeals for disputed charges using Stripe.
- Update patient details using Retool.
- Edit or duplicate orders using Retool.
- Check pending orders and provide patients with tracking information
- Escalate tech and pharmacy-related issues.
- Communicate with the Doctor on behalf of the patient and vice versa using MDIntegrations.
- Fill and submit Prior Authorizations to insurance companies for medications like Wegovy, Saxenda, Zebpound, Ozempic, Mounjaro, and Contrave, using CoverMyMeds, PromptPA, AssistRX, Faxing or over the phone.
- Process requests for Compounded Semaglutide, naltrexone + bupropion, and Metformin.
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- I was a Captain for 5 months, I was purely monitoring 2 slack channels, wherein I answered questions all day about our processes. I also update patient information and escalate concerns to different departments.

**PINE MEDICAL** - <https://www.pinemedical.com/>

**December 2023 - Payor Contracting Specialist (home-based)**

**[Payor Contracting and Credentialing]**

- Sister company of FindSunrise.
- Only worked here for a month. I was borrowed from FindSunrise.
- Completed and submitted forms to payors, to gain approval for in-network care.

**CASE GLIDE** - <https://caseglide.com/>

**October 2022 - March 2023 - Research and lead generation (home-based)**

**[Litigation Management Software Solution]**

- Did research about the top insurance companies in the USA along with their global locations, providing their CEO with the detailed background of the structure of each insurance company, from C-suites, board of directors, locations (Hiscox, CNA, Sampo, Amica, Church Mutual and many more).
- Researched the latest insurer's updates.
- Researched the latest C-suite updates.
- Researched changes to the insurance company's key positions.
- Researched the insurer's Key Financial Ratios (Profitability, Combined ratio, Net, Gross).
- Researched insurer's Key Financial indicators (Premiums written).

**VALVE SPACE** - <https://www.valvespace.com/>

**March 2022 - October 2022 - Front-end admin and lead generation (home-based)**  
**[Database and report generator for brokers and operators of global coworking spaces]**

- Managed the front end of Valve's website.
- Handled creating new operator/broker user logins.
- Handled creating building and suite profiles that include editing photos, brochures, floorplans, virtual tours, marketing materials, amenities, and much more, These building suites can range from single private offices to hundreds of self-contained offices.
- Researched the operator's contact information.

**ZERES HOME OFFER** - <https://zereshomeoffer.com/>

**February 2021 - February 2022 - Residential real estate acquisition (home-based)**  
**[Real estate acquisition for North Carolina and New Jersey]**

- Managed leads that came from different sources such as their website, social media platforms, postcards, public records, email, SMS, and calls that came from their cold calling and marketing team.
- Ran comps for both residential and commercial properties, then made a cash offer to property owners, via "terms" deals depending on if there were liens, mortgages, tax issues, and deed problems.

**RAGING ROCKET** - <https://ragingrocket.com/>

**November 2019 – February 2021 - Digital marketing and sales (home-based)**  
**[Creates Fully managed custom websites and everything needed to promote it]**

- Started off as an Inbound sales agent, then was promoted to a sales manager after 1 month to assist/create the handbook of their internal sales process. I created their incentive plans and assigned tasks to the rest of the team. We focused on sales for website design, website development, SEO, Branding, social media, and Ads creation.

**HONEYSPLACE** - <https://www.honeysplace.com/>

**January 2019 – November 2019 - lead generation and sales (home-based)**  
**[Adult toys distributor]**

- Did inbound sales, lead generation, and appointment setting for an adult novelty store based in the US. I used their in-house CRM and dialer to communicate with customers and suppliers through phone, text, and email.

### **CREWBLOOM** – <https://crewbloom.com/>

**June 2018 - December 2018 - Appointment setting and lead generation (home-based)**  
**[Agency that provides clients to freelancers]**

- Did web research, data mining, data entry, lead generation, and appointment setting. Mostly using Microsoft Excel, RingCentral, and Zoho CRM for several clients that need a database of leads to call on and make sales.

### **RINGCENTRAL**

**March 2017 – May 2018 - Account management with B2B sales (call center)**  
**[AI-powered phone, message, video, contact center, and virtual events solution]**

- I was with RingCentral for the 2nd time. I came back when my former director of sales called and asked me to go back, then offered me the same job but with higher base pay and commission.

### **GO DADDY**

**September 2016 – February 2017 – Web hosting technical support and sales (call center)**  
**[Internet domain registry, domain registrar, and web hosting company]**

- Was a level 1 technical support for one of the biggest web hosting companies, where I dealt with general technical issues in regards to anything about web hosting.
- Also sold everything related to creating websites like domains, SEO, SSL certificates, website builders, WordPress, Cpanel, Plug-ins, business email, and anything related to web hosting.

### **RINGCENTRAL**

**April 2014 – August 2016- Account management with B2B sales (call center)**  
**[AI-powered phone, message, video, contact center, and virtual events solution]**

- Used to manage 2,500 existing customers of one of the biggest VoIP providers in the US, helping them to retain, replace, adjust, reduce, and expand these customers' phone systems. I am basically their go-to guy whenever they have questions, issues, or expansion plans with their account.
- This was a strong mix of account management, B2B selling, and tech support with uncapped incentives.

### **VIRGIN MOBILE UK**

**April 2010 – April 2014 - Inbound/Outbound sales, Trainer, and Supervisor (call center)**  
**[UK mobile phone service provider]**

- Used to supervise my own team of handpicked agents (11 people) that deal with failed sales, complaints, escalations, and anything outside what normal agents are allowed to do. I generate reports, compute their incentives, process their payroll, listen to their calls, coach them on their performance, and plan for their progress.
- Used to be a trainer prior to being a supervisor, where I successfully trained 4 waves with 15-30 agents each. I taught them all the ins and outs of the job, then decided after 6 weeks if they were fit to continue to production or not.
- Was an inbound sales agent for a well-known communications company in the UK that sold mobile phones, sim cards, mobile broadband, and cable.

**PNI-KMPG (Raven Media)**

**March 2009 - February 2010 -Customer Service Representative and Retentions  
[Customer support for US grants and dietary products]**

- Was an inbound customer service agent for a US-based account that handles billing issues and general questions pertaining to any of our several products and online services (US Grants, Dietary supplements, and Online Subscriptions).

**Summarized Skills/Experiences:**

- ★ Tier 2 support (Telehealth)
- ★ Website Front-end admin
- ★ Lead generation
- ★ Insurance Research
- ★ Real estate acquisition
- ★ Digital Marketing
- ★ Adult toys sales
- ★ Certification for "Selling through Curiosity" by Barry Rhein, Founder of Barry Rhein & Associates, Inc. (3 sessions, 6 days of full training).
- ★ Supervising a small team of agents.
- ★ Training a big crowd of new hires.
- ★ Hands-on knowledge of VoIP phone systems and communication platforms such as InContact, RingCentral, 5nine, 8x8, Vonage, Jive, and many more.
- ★ Provisioning IP/SIP devices such as Polycom, Cisco, and Yealink.
- ★ Inbound/outbound sales and cold calling.
- ★ Account management
- ★ Chat/Email support
- ★ 3D modeling  
<https://bit.ly/3RC8y0B>
- ★ Video editing (I have my own YT channel)  
<https://www.youtube.com/@EricTryce>

**Tools used:**

- ★ Zendesk
- ★ MDIntegrations
- ★ LabCorp
- ★ CoverMyMeds

- ★ PromptPA
- ★ AssistRX
- ★ Stripe
- ★ Retool
- ★ Notion
- ★ Gsuite
- ★ iFax
- ★ Concord Fax
- ★ Slack
- ★ Hubstaff
- ★ TimeDoctor
- ★ HubSpot
- ★ AM Best
- ★ Zoom Info
- ★ Seeking Alpha
- ★ Meister Task
- ★ Figma
- ★ Airtable
- ★ Adobe XD
- ★ AWS (Amazon)
- ★ Type Form
- ★ RingCentral desktop
- ★ RingCentral meetings
- ★ Zoom
- ★ Webex
- ★ Citrix
- ★ Office 365
- ★ Google Docs
- ★ Excel
- ★ DocuSign
- ★ SalesForce
- ★ Zoho
- ★ FreshDesk
- ★ DialPad
- ★ XenCall
- ★ Podio
- ★ Asana
- ★ Zillow
- ★ Redfin
- ★ Trulia
- ★ DocuSign
- ★ VSDC
- ★ ShotCut
- ★ Blender

**Speed test:**

<https://drive.google.com/file/d/1kXftiEUYCjdrTywUfG1VCdW9PePw0JEV/view?usp=sharing>

**Laptop specs:**

[https://drive.google.com/file/d/1f4tfCdqT0CQ4HoFyMzPjFiXfjr\\_kjZu0/view?usp=sharing](https://drive.google.com/file/d/1f4tfCdqT0CQ4HoFyMzPjFiXfjr_kjZu0/view?usp=sharing)

**PC specs:**

<https://drive.google.com/file/d/1p-2PjVJ1Wko7GO6wpulT2MnsHIHEiAl6/view?usp=sharing>

**Education:**

**Asia Pacific College –**  
Computer Software Engineering  
College level

**Don Bosco Technical Institute -**  
High school level

**Don Bosco Technical Institute**  
Elementary level