

IZZY ISLANDER

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RELEVANT WORK EXPERIENCE

- Texas Rose Insurance Insurance Broker July 2023-present
Beeville, TX
- Developed a full understanding of state and federal policy regarding Medicare and Medicaid programs
 - Continued training with health insurance plans: Medicare Advantage, Medicare Supplements, Prescription Drug Plans
 - Utilized Adobe software to create and modify 15+ training documents
 - Assisted clients to find the best fit for health insurance to serve their needs and applying for public assistance programs
- State of Texas Training Specialist IV February 2020 – March 2023
Corpus Christi, TX
- Developed full understanding of state and federal policy regarding Medicaid for the Elderly and People with Disabilities (MEPD)
 - Trained individuals in policy and procedure for MEPD benefits leading to more effective customer service
 - Instructed individuals how to use job-specific software like “TIERS,” “EWMS,” and “State Portal” as well as other in-house programs.
 - Utilize Microsoft Office including Word, Excel, Outlook
 - Provided mentoring to state employees post training
 - Contributed content and edited for Training, Delivery and Development newsletter
- State of Texas Texas Works Advisor II March 2016 – October 2019
Beeville, TX
- Developed full understanding of state and federal policy in regards to Medicaid and Food Stamps
 - Utilized “TIERS”, “EWMS” and “State Portal”, software used to manage cases
 - Reviewed applications for eligibility in a timely manner and refer clients to local agencies for assistance
 - Reviewed and met or exceed local office goals consistently
 - Interacted with clients in a professional manner while maintaining a professional atmosphere
 - Assist clerks on policy questions
 - Stay abreast of trainings and changes in federal policy that will affect state limits
 - Assist supervisors in monthly staff meetings

EDUCATION

- Texas A&M University-Corpus Christi Masters of Business Administration (MBA) | GPA: 3.35 Corpus Christi, TX
Expected Graduation: May 2024
- **Relevant Courses:** Operations Management, Administrative Strategy Policy, Organizational Behavior Theory
- Northeastern Junior College Associate Degree in Education, Biological and Physical Sciences Sterling, CO
December 2007

SKILLS

Technology: Data Analysis, Chat GPT, MS Office Suite, Presentation and Design, Technical Writing, Project Management
Professional: strategic thinking, creative problem-solving, leadership skills, communication skills, analytical thinking, and ability to work collaboratively

WORK HISTORY

- Medicaid Eligibility Specialist II, State of Texas April 2022-July 2022
Elections Judge, Bexar County Elections March 2008- March 2014
Classroom Aide, ESC Region 20 February 2013 – March 2014
Guest Services Manager, Candlewood Suites NW May 2012 – January 2013
Guest Services Representative, Candlewood Suites Downtown January 2012 – June 2012
Operations Manager, Nelson City Dance Hall October 2008 - June 2012