

## Application Form

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### Profile

Erlens

First Name

Louis

Last Name

1342 Sw California Blvd

Home Address

Port Saint Lucie

City

FL

State

34953

Postal Code

erlens.louis28@hotmail.com

Email Address

What district do you live in? <http://www.cityofpsl.com/districts> \*

District 2

Mobile: (561) 891-4646

Primary Phone

Alternate Phone

Retired?

Yes  No

GuideHouse

Employer

Document Review Specialist

Job Title

Data Analyst

Occupation

Which Boards would you like to apply for?

Solid Waste Task Force: For Review

Were you nominated or recommended to apply by the Mayor or a Councilmember?

Yes  No

Please Agree with the Following Statement

I have read and guarantee that I meet all the requirements for board service.

I Agree

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### Interests & Experiences

Why are you interested in serving on a board or committee?

I am interested in joining the Solid Waste Task Force because I would like the opportunity to positively affect change in my community and contribute to the growth of my city.

Erlens Louis

## Why do you think you are qualified to serve on this board or committee?

While I might not have experience working on a city board or committee, I have a strong desire to use my skills and knowledge to serve.

## Brief description of Education & Experience

I am currently working as a Document Review Specialist for GuideHouse. I have a Bachelor of Science in Economics with a Minor in Business Administration from Florida Atlantic University. I have spent almost two years working at Optum as a Data Mining Analyst.

[Erlens\\_Resume21.docx](#)

Upload a Resume

## Demographics

### Ethnicity

African American

### Gender

Male

09/28/1989

Date of Birth

**Do you now serve on any City Board, Committee or other Governmental Board or Committee? (NOTE: You cannot serve on more than one Board or Committee within the City of Port St. Lucie during the same time period.)**

Yes  No

### Are you a registered voter?

Yes  No

### How long have you been a City resident?

9 months

### Have you attended the City University classes?

Yes  No

### Are you a United States Citizen?

Yes  No

### Are you presently employed by the City of Port St. Lucie?

Yes  No

**Are you a current or former law enforcement officer, other employee\* or the spouse or child of one who is exempt from public records disclosure under FS 119.07?**

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Yes  No

**Have you ever been convicted of a crime, pled guilty or no contest to a criminal charge, or entered into an agreement setting forth the terms leading to the reduction or dismissal of the charges?**

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Yes  No

**Please Agree with the Following Statement**

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**I agree that all of my answers are truthful and accurate to the best of my ability. I understand that if I have falsified any information my application will be withdrawn and I will not be considered for appointment.**

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I Agree

## Erlens Louis

1342 SW California Blvd, Port St. Lucie FL 34953  
(561) 891-4646 | erlens.louis28@hotmail.com

### EDUCATION

**Bachelor of Science in Economics**  
**Minor in Business Administration**

August 2017

Florida Atlantic University

Boca Raton, FL

### PROFESSIONAL EXPERIENCE

**Sr. Recovery Resolution Analyst**

April 2019 – February 2021

Collabera/Optum  
Franklin, TN

- Audited paid claims data to identify overpayments
- Examined, assessed, and documented business operations and procedures to ensure data integrity, data security and process optimization
- Investigated and resolved overpayments on all claims types, as well as assist in resolution for health plans, commercial customers, and government entities as needed
- Served as a Bilingual auditor for Spanish providers

**Member Resolution Specialist**

May 2018 – March 2019

WellCare

Nashville, TN

- Provided accurate and appropriate information in response to member inquiries about their healthcare benefits and healthcare plan

**Appointment Coordinator Expert**

January 2015 - February 2017

Hair Club Advertising

Boca Raton, FL

- Served as a Bilingual Customer Service Representative
- Communicated with customers through chat
- Provided direction and booked appointment

**Intern**

June 2016 to July 2016

Vista/South Motors  
Creek, FL

Coconut

- Expanded knowledge base by participating in Sales Training, Product Knowledge and Marketing Seminars.
- Created spreadsheets to help in analyzing and promoting insurance sales.
- Initiated to accounting and administrative work.
- Exposed to Sales, Fiscal management, Accounting Receivable and Payable.

### CERTIFICATES

## Erlens Louis

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- Life Incl Variable Annuity & Health March 2021
- Advanced SQL Data Scientist February 2019
- Descriptive Healthcare Analytics in R March 2019

### COMPUTER SKILLS

SAS Programming, SQL (SQL Server, MySQL), R, Stata 14, Microsoft Office (Word, Excel, PowerPoint, Outlook)

### LANGUAGES

Fluent in Creole, Spanish and French

### Achievements

Employee of the Month for September 2018 at WellCare