

Bryana LaTorre-Carvalho

Davenport, FL
516-405-9014 / bryanalc92@gmail.com

Objective

Dedicated Administrative professional with over 8 years of experience in the Government and private sector environment, seeking to contribute to the efficiency and effectiveness of a company by utilizing my strong organizational and communication skills.

Career History

Board Member - Polk County Sidewalk Advisory Committee

Polk County, Florida - Present

- Collaborate with local government officials and community members to plan and implement various county projects.
- Review and approve proposals for new infrastructure, ensuring compliance with county safety and accessibility standards.
- Provide input on budgeting and allocation of resources for various projects.
- Present project updates and recommendations to the Polk County Board of Commissioners.
- Advocate for sustainable and pedestrian-friendly urban development within the county.

Emergency Management Specialist (Recovery) (Disaster Survivor Assistance Analysis Specialist) – Reservist

Federal Emergency Management Agency (FEMA) - United States

05/2024 to Present (On call - intermittent) (40+ hours per week)

- Collecting and compiling field reports to complete final review.
- Analyzing report data to extract relevant and critical sensitive information that will impact operations.
- Managing field staff reporting process including providing guidance on information and recommending improvements.
- Providing input into strategic timeline as milestones and goals are established and continuously changing.
- Creating organizational charts that enhance understanding of the hierarchy and facilitate smoother project management.
- Create and maintain organizational chart teams based on skill sets and operational needs.
- Establishing and maintaining communication with Crew Leaders to address operational issues and developments.
- Coordinating with stakeholders on program policy, process, and technical guidance.
- Provide administrative and logistical support for the onboarding and training of new employees.

Claims Processing Manager

Prudential Financial – Orlando, Florida

06/2023 to 09/2024 (40+ hours per week)

- Evaluated claimant eligibility by utilizing specialty consulting resources including medical, legal, and vocational staff to achieve optimal outcomes.
- Multitasked by providing customer service while managing an assigned block of Disability claims.
- Interacted with internal and external customers including claimants, brokers, physicians, attorneys, and underwriters to gather necessary data for decisions.
- Monitored claim accuracy and timeliness while understanding and applying policy provisions.
- Conducted investigations by reviewing medical records and other offsetable income documentation such as social security, pension, etc.
- Documented claim information following standard operating procedures and policies.
- Analyzed, rendered and communicated claim determinations to employees and employers.

Appeals & Grievances Claims Processor

United Health Group – Orlando, Florida

06/2022 to 05/2023 (40+ hours per week)

- Conducted investigation and review of member's grievance and appeal claims.
- Prepared case file for appeals or grievances using standard operating procedures.
- Performed research to respond to inquiries and interprets policy provisions.

- Monitored caseload daily to ensure all cases are kept within compliance
- Analyzed insurance and medical documents, maintaining accurate information in database.
- Ensured appeals or grievances have been categorized and entered correctly.
- Collected and processed additional documentation required for case review.
- Obtained authorization for release of sensitive and confidential information.
- Rendered decision for grievances and appeals using sound, fact-based decision making.
- Created correspondence with detail description of the nature of the appeal or grievance.
- Communicated appeal or grievance decisions to members or providers and internal/external parties within the required timeframes.
- Proficient use of multiple proprietary systems and software.

Emergency Management Specialist

Federal Emergency Management Agency - Denton, Texas

09/2021 to 03/2022 (40 hours per week – GS 07)

Promoted from Customer Service Representative

- Processed initial, duplicated and appeal grant casework.
- Applied accepted financial procedures to analyze financial resources to determine an applicant's ability to repay requested loans.
- Ensure loan files contain all pertinent documentation to include conversations with applicants and written recommendations or justifications.
- Managed entire grant process from entry application to funding decision.
- Served as the primary point of contact for all grant disaster emergency needs.
- Analyzed financial and insurance documents for eligibility of grants/loans.
- Processed COVID Funeral Assistance grants.
- Prepared formal correspondence regarding detailed grant decision.
- Recognized and addressed potential issues or inconsistencies in applicant's needs.
- Made recommendations to improve processes and procedures.
- Displayed flexibility in responding to changing customer and agency needs.
- Made positive contributions to achieving team goals and assisting coworkers.
- Safeguarded available resources to prevent fraud, waste, and abuse.
- Collected relevant information from various systems that is needed to identify and address problems.
- Anticipated grant applicants needs and resolved or avoided potential issues.
- Enhanced trust and credibility in the agency and its mission through professional interactions with outside organizations.
- Identified and utilized innovative methods and solutions to accomplish work.
- Assisted with various onboarding projects and led training for new hires.

Customer Representative

Federal Emergency Management Agency - Denton, Texas

07/2020 to 09/2021 (40 hours per week – Temporary)

- Served as the primary point of contact for all disaster grant application needs.
- Provided guidance to applicants on their grant claim process and requirements.
- Processed a variety of grants and updated requests for disaster assistance.
- Completed telephone interviews with disaster survivors to complete grant registrations.
- Conducted verification measures to safeguard security of applicants.
- Determined applicant needs and provide referrals to available programs and resources.
- Performed detailed data entry and integrity within various systems.
- Compiled and analyze data using guides and other database systems.
- Processed casework and assist colleagues.
- Assisted with various onboarding projects and led training for new hires.

Student

Collin College – Plano, Texas

2019 to 2020

- Student enrolled in various courses pursuing a degree, while working part-time.

Customs and Border Protection Officer

Customs and Border Protection – Key West Airport, Florida

01/2018 to 10/2018 (40 hours per week – GS 07)

- Maintained securing the nation's borders by screening passengers, luggage and cargo.
- Protected our nation's borders from terrorism, human and drug smuggling, illegal migration, and agricultural pests.
- Facilitated the flow of legitimate travel and trade by conducting inspections of individuals and

conveyances.

- Enforced customs, immigration, agriculture law and regulations.
- Provided customer service while assessing fraudulent documents and suspicious behavior.

Transportation Security Officer

Transportation Security Administration - (LGA) Airport, NY; (MIA) Airport, Miami, Florida

04/2014 to 01/2018 (40 hours per week)

- Operated various screening equipment to identify unlawful items being transported onboard aircrafts.
- Administered world class security and customer service by interacting with the public.
- Maintained focus and awareness within a stressful environment to identify and locate potentially life threatening or mass destruction devices.
- Implemented security-based decisions using intelligence, critical thinking, experience, observation, and passenger engagement.
- Received and provided briefing information about security threats and analyzing potential options for threat mitigation.
- Safeguarded Sensitive Security Information and limiting its dissemination to those with a need to know.
- Inspected luggage and screened personnel.

Neighborhood Task Force Initiative Administrative Specialist (Contract Assignment)

Federal Emergency Management Agency - Long Beach, NY and Woodbury, NY

12/2012 to 04/2013 (40 hours per week)

- Promoted from Environmental and Historic Preservation Administrative Assistant to NTFI Administrative Specialist
- Implemented essential administrative support to Executive managers of the NTFI and EHP team.
- Worked independently in preparing, organizing, and processing EHP and NTFI documents.
- Created tracking reports, spreadsheets and coordinated meeting schedules between the Public Assistance and EHP sections.
- Leadership role coordinating with community relations personnel within disaster areas, and canvassing afflicted neighborhoods, interacting with disaster victims, and gathering information for unmet needs.
- Reviewed memorandums and reports for accuracy.
- Attended Executive meetings to report team updates and write concise notes for team leads.
- Delegated appointments between FEMA employees and disaster victims.
- Managed newly hired employees and check-in processes.
- Provided guidance to internal and external stakeholders.

Education

Nassau Community College - Garden City, NY

2010-2012

Customs and Border Protection FLETC Training	Federal Government Public Trust Security Clearance
Drug Law Enforcement Training Program	Expert Shooter Certification
Advanced Interviewing in Law Enforcement.	FEMA PA Pocket Guide Training
FEMA Manual Determination Casework Training	COVID/Appeals/Duplicate Casework Training
Coordinated FEMA EHP Compliance Training	New Hire Onboarding Projects
CPR Certification	HAZMAT/CDC Training
Radiation Detection Training	Use of Force Training Program

Skills & Capabilities

Healthcare Data Systems & Applications	AT2 machine, Itemizer W and DX explosive trace detection systems
Advanced Imaging Technology, Automatic Target Recognition	Heimann and CEIA bottle liquid scanners
Colorimetric testing equipment	Microsoft Word
Proprietary Government Information Systems	DCM program
Microsoft Excel	Microsoft Outlook
Microsoft PowerPoint/Projects	Microsoft Office

Medicad & Medicare

ICUE, PAS, ETS, CSP, DOC360, EVICORE,
SKYGEN, CommunityCare