

John Florio

Professional summary

Health Insurance Broker with experience helping individuals and companies navigate the complexities of health insurance. Skilled in managing both individual and group plans, staying up to date with ACA changes, and offering compliant, cost-effective coverage tailored to clients’ needs.

Experience

Health Insurance Broker

June 2019 - Now
Meridian Health Plans / Chicago, IL

- Work with over 250 clients annually to identify the most cost-effective health insurance options and maintain continuous coverage.
- Grow the client base by 30% through community outreach and targeted social media campaigns focused on ACA enrollment periods.
- Deliver in-person and virtual seminars about health plan options, eligibility, and policy updates for small businesses.
- Streamline application processes using digital platforms, reducing processing time and increasing customer satisfaction.

Insurance Consultant

August 2015 - May 2019
Midwest Coverage Advisors / Naperville, IL

- Advised individuals and families on private and state-supported health plans, ensuring they met both legal requirements and medical needs.
- Recovered over \$200,000 in delayed or denied claims for clients by collaborating directly with providers and underwriters.
- Maintained policy compliance and regularly updated documentation during open enrollment and special eligibility periods.
- Built referral network with local clinics and HR departments, increasing lead quality and conversion rate.

Additional Information

Volunteer Educator

Cook County Community Health Days

- Provided insurance counseling for low-income and uninsured residents.

 (555) 123-4567
 john.florio@email.com

Education

Bachelor of Science in Health Administration
University of Illinois at Chicago, IL
Graduated: May 2015

Certifications

- Certified Health Insurance Specialist (CHIS) – Issued: January 2021
- HIPAA Compliance Certification – Issued: June 2019
- Illinois Health Insurance License – Issued: March 2017

Skills

Individual and group health coverage	
ACA and HIPAA compliance	
Client retention and relationship building	
Claims follow-up and problem resolution	
Needs-based insurance advising	
Salesforce, HealthSherpa, Zoho CRM	
Plan comparison and enrollment	