

Gabrielle Charles

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Work Experience

Account Specialist/ CSR

RemX Staffing Solutions

January 2022 to May 2022

- **Outbound calling/Remote WFH**
- **Contact Pharmacies/Providers in an attempt to verify if prior authorization is needed or not for patient medications.**
- **Determine whether certain medications are covered under patient insurance plans.**
- **Key in correct information for the necessary procedure to be taken.**

Production Worker

Sara Lee Frozen Bakery, LLC - Tarboro NC

December 2020 to May 2021

- **Food Processing**
- **Work various shifts performing various tasks**
- **Package cakes, muffins, pies etc.**

Line Lead/Production

Perdue Farms Incorporated

December 2011 to April 2019

- **Responsible for associates job performances on and off the production line.**
- **Inspect associates work sporadically.**
- **Ensure that work area is clean, sanitized and organized.**
- **Ensure that all PPE is worn and worn properly at all times!**
- **Accommodate associates to the best of my abilities. Etc.**

Customer Service Representative

Convergys - Greenville NC (closed)

March 2002 to December 2006

- **Inbound calls from various pharmacies.**
- **Accessed patient's insurance records for medications filled.**
- **Performed overrides if necessary for medications to be filled.**
- **Summarize and enter process into PC for future references.**

Assembler/Production Worker

ABB Power T & D - Pinetops NC

January 2000 to February 2002

- **Assembled small and large transformers in a department called Urethane as well as TPR.**
- **Tested units after assembly.**
- **Wrapped and soldered terminals upon units.**

Education

High School Diploma

North Edgecombe High School - Leggett NC - 1993 to 1997