

Karol V Diaz Ayala

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Glendale, AZ 85302

Detail-oriented and customer-focused professional with experience in prior authorizations, insurance verification, and resolving complex customer concerns with empathy. Seeking a remote position where I can apply my strong communication, problem-solving, and technical skills in a team-oriented environment that values accuracy, efficiency, and outstanding service.

PROFESSIONAL EXPERIENCE

Manufacturing Specialist

TSMC– Phoenix, Az

November 2025 to May 2026

- Coordinated daily manufacturing operations by communicating between production teams, engineers, and management
- Monitored workflow schedules to ensure timely completion of production targets
- Assisted in resolving operational issues by escalating concerns and tracking resolutions.

Authorization Specialist

Maximus – Remote

August 2022 to April 2025

- Conducted outbound calls to insurance and utilized payer portals to verify eligibility and benefits.
- Initiated and obtained prior authorizations for outpatient surgeries, procedures and radiology via phone, fax and insurance portals
- Communicated with healthcare providers, insurance companies, and patients to gather necessary clinical documentation.
- Maintained accurate and up-to-date records in electronic health record systems, including demographic, insurance, and authorization details.

Contact Center Representative

Home Depot – Remote

November 2020 to January 2022

- Provided support to customers via phone, email, and live chat for inquiries related to online orders, deliveries, product availability, and return processes.
- Navigated internal systems to process orders, initiate returns/exchanges, and track shipments with great attention to detail.
- Handled a wide range of inquiries including order modifications, backorder updates, damaged or missing items, installation services, and warranty claims.

· Managed multiple live chat sessions simultaneously while maintaining a high standard of accuracy, professionalism, and customer satisfaction.

KEY SKILLS

· Customer Service & Support · Prior Authorizations & Insurance Verifications · Conflict Resolution & De-escalation · Remote Communication Tools – Teams, Zoom, Slack · Data Entry & Documentation · CRM & EMR Systems · Time Management & Organization · Multitasking & Prioritization · Problem Solving & Critical Thinking · Microsoft Office Suite Proficiency – Excel, Outlook, PowerPoint · Chat & Email Support · Payment & Order Processing · Bilingual – Fluent in English & Spanish

EDUCATION & CERTIFICATIONS

Life & Health Insurance License in AZ

High School Diploma

Alhambra High School – Phoenix, AZ
May 2021