Jordan A. Smith

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Business Development

Business development professional with 5+ years of experience in high-volume outreach, needs discovery, and follow-up across healthcare and entrepreneurial projects. Initiated and managed thousands of conversations with patients, providers, customers, and vendors to uncover needs, resolve barriers, and confirm next steps. As owner of Business Plugs LLC and general contractor on a multi-vendor build in Utah, sourced, qualified, and negotiated with ASIC mining and power infrastructure suppliers, including vendors in Asia. Tracked outreach in Zendesk and Five9 and maintained 90%+ quality at Convey.

Professional Experience

Reimbursement Analyst | GiftHealth | Jul 2026–Present

- Conduct high-volume outbound outreach to patients, providers, and pharmacies to identify coverage barriers, gather missing information, and get agreement on next steps for prescription access.
- Manage follow-up in Zendesk and Five9 by logging outreach, scheduling follow-ups, and documenting next actions to keep cases moving.
- Built a BestRx workflow guide and led virtual training that helped teammates handle cases independently.

Healthcare Operations Analyst, Grievance and Appeals | Convey Health Solutions | Oct 2021–Jul 2026

- Closed 10,000+ Medicare Part D grievance and appeal cases with 90%+ quality scores under strict regulatory deadlines.
- Led case research, asked targeted discovery questions to identify root issues, and coordinated with customer service, IT, and other teams to resolve cases.
- Prioritized high-risk cases using aging reports and quality dashboards. Coached new hires on research, documentation standards, and workflow.

Owner & General Contractor | Business Plugs LLC | 2021–Present

- Lead vendor outreach for a multi-phase build in Beryl Junction, Utah, and serve as the primary contact for equipment, power, and site development suppliers from initial contact through commitment.
- Source and qualify ASIC mining and power infrastructure suppliers, including vendors in Asia. Evaluate options, negotiate terms, and confirm next steps on pricing and delivery.
- Follow up on quotes, requirements, and project dependencies to prevent delays across equipment, power, and site work.

Operations Specialist | Happy Floors | Sep 2020–Mar 2021

- Handled high-volume pricing, order, and service inquiries by phone and email. Partnered with sales, logistics, and finance to resolve issues while maintaining 90%+ customer service performance.

Skills and Tools

Outbound outreach, needs discovery, qualification, objection handling, securing next steps, follow-up cadence, activity tracking, pipeline hygiene, and international vendor sourcing and negotiation

Tools: Zendesk, Five9, Genesys, Outlook, Excel, and Power BI

Authored 200+ articles on technology and practical business applications.

Education

Doctor of Business Administration, Finance (doctoral candidate) | Liberty University

MBA, Management | University of Arizona Global Campus

BS, Business Administration | Elon University