

# Kortnie Heidel

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## PROFILE:

*Enthusiastic, sincere, exceptional communicator with high troubleshooting abilities and keen client needs assessment aptitude. Will thrive best in professional, structured, and team-oriented environments. Interested in career opportunities which will allow application and further development of current talent, skills, and knowledge.*

## EXPERIENCE:

**NURSING ASSISTANT**, December 2018 – Present

**Blount Memorial Hospital/Morning View Village – Maryville, TN**

Assist residents in everyday tasks. Medication administration and verification. Updating resident charts. Follow up information to the resident's family and physician. Light housework responsibilities.

**MEDICAL INSURANCE CLERK**, July 2012 – December 2018

**University Health System – Knoxville, TN**

Effectively manage high-volume of inbound and outbound patient calls via efficient use of IT systems and software. Address and resolve patient billing complaints empathetically and professionally while diffusing volatile situations calmly and courteously. Log, investigate, and follow-up on issues and insurance billing discrepancies and underpayments. Review charity applications and apply adjustments with appropriate approvals. Train new Customer Service Representatives. Member of Affordable Care Act Committee with responsibilities to maintain meeting minutes and summaries. Chair of Activity Committee responsible for scheduling and organizing office activities outside of office responsibilities. Assist Customer Service Manager with reports, projects, procedures, and documents.

**TELLER / DEPOSIT OPERATIONS**, August 2011 – June 2012

**Bank East / US Bank – Knoxville, TN**

Executed customer transactions, including deposits, withdrawals, money orders and checks. Across 11 branches, analyzed, prepared, sorted, and distributed teller, transaction and account reports; mitigated discrepancies. Maintained accurate databases. Prepared financial pages for presentation to SVP. Compiled and distributed Savings Bonds reports to Federal Government, and complied with regulatory requirements including Bank Secrecy Act, Anti Money Laundering, OFAC, USA Patriot Act, Privacy Act and Community Reinvestment Act.

**TELLER**, May 2010 – July 2011

**Wachovia/Wells Fargo – Plant City, FL**

Created strategies to develop and expand sales of services to existing customers which resulted in an increase in annual revenue. Executed customer transactions. Rapidly and efficiently prepared customer and ATM cash and change orders. Coordinated daily cash reconciliation and balance at a high-volume location and maintained 100% rate of accuracy. Conducted accurate consignment and vault audits.

## EDUCATION:

Some College Coursework  
Completed toward BS:  
**Florida Gulf Coast University**

Fort Myers, FL

August 2008 - May 2009

**Hillsborough Community  
College**

Tampa, FL

June 2009 - July 2011

**High School Diploma:**

**Plant City High School**

Plant City, FL, 2008

State Honors Graduate

National Honor Society

Member

## SKILLS & STRENGTHS:

TROUBLESHOOTING

ORGANIZATION &  
ADMINISTRATIVE

VERBAL & WRITTEN  
COMMUNICATIONS

TEACHING &  
TRAINING

PRESENTATIONS