

# Trevor Kettelkamp

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## Work History

CVS/Caremark      Advanced Specialty Care Team      02/16-present

- Acted as primary point of contact for multiple manufacturer organizations
- Coordinated to address concerns and expedite unique case issues
- Developed internal procedures to streamline processing for oncology patients
- Established, developed, and maintained relationships with multiple manufacturers
- Acted as oversight for patient processing and shipments
- Communicated across branches to ensure standard practices were updated and followed

CVS/Caremark via Medix      Specialty Pharmacy Benefits Verification      06/14-02/16

- Researched available insurance benefits for a variety of specialty medications
- Communicated with insurance companies, physician offices, and patients

SeatonCorp      Recruiter      03/13-07/14

- Answered phones and directed incoming calls
- Helped prospective candidates fill out initial applications
- Interviewed prospective candidates for a variety of jobs as a representative of different companies
- Worked on a specially selected team to locate, recruit, and coordinate interviews for Fortune 500 Clients
- Searched through candidate postings on job search boards for candidates who fit the profile of successful employees
- Sent emails and created spreadsheets documenting work

DePaul University      DC/ANI Tutor      09/11-06/12

- Tutored fellow students in computer design, animation, and various computer programs
- Worked with management to create a schedule to better serve student body

Giordano's      Phone Person/Server      11/09-03/13

- Answered phones and directed phone calls
- Took customers' orders over the phone and in person
- Provided consistent quality service to customers in person and over the phone
- Kept track of multiple tables and customers, ensuring that they received prompt service

Beechwood Theatre Co. Tour Guide/Actor      05/08-01/09

- Interacted with guests in the persona of a member of the Astor Family
- Learned specific knowledge and mannerisms unique to the different time frames portrayed
- Delivered entertaining improvised tours, reacting to and answering questions from guests in character

References available upon request