

# Latiffany Smith

## **Eligibility Worker II**

Chesapeake, VA

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757-582-5082

Experienced and highly motivated Eligibility Worker.

## Work Experience

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### **Benefit Program Specialist II**

City of Norfolk - Norfolk - Norfolk, VA

November 2018 to Present

Performs interviews to obtain necessary factual information, and verifies information received from clients to determine eligibility and the amount of benefits for a variety of income maintenance programs, including cash, food and medical assistance. Determines continuing eligibility and benefit levels using basic math skills and automated systems and maintain accurate and detailed information. Processes cases by verifying customer statements, monitoring for changes, completing evaluations and reviewing documents, and setting up records and files. Ensure participants complete annual/ interim re-certifications. Communicates proficiently and ensure applicants/participants understand their responsibilities and program rules.

### **Benefits Program Specialist**

Norfolk Health and Human Services - Norfolk, VA

November 2017 to Present

Performs interviews to obtain necessary factual information, and verifies information received from clients to determine eligibility and the amount of benefits for a variety of income maintenance programs, including cash, food, medical and child care assistance.

Determines continuing eligibility and benefit levels using basic math skills and automated systems. Processes cases by verifying customer statements, monitoring for changes, completing evaluations and reviewing documents, and setting up records and files.

Performs data entry and retrieves information from multiple local and state computer systems.

Communicates program time limits, application status, alternatives, expectations and other benefit program

requirements to the client, and serves as central point of communication for financial, child care and employment services.

### **Eligibility Worker II**

Texas Health and Human Services Commission - Tyler, TX

February 2015 to May 2017

Performs interviews to obtain necessary factual information, and verifies information received from clients to determine eligibility and the amount of benefits for a variety of income maintenance programs, including cash, food, medical and child care assistance.

Determines continuing eligibility and benefit levels using basic math skills and automated systems. Processes cases by verifying customer statements, monitoring for changes, completing evaluations and reviewing documents, and setting up records and files.

Performs data entry and retrieves information from multiple local and state computer systems.

Communicates program time limits, application status, alternatives, expectations and other benefit program

requirements to the client, and serves as central point of communication for financial, child care and employment services.

### **Receptionist/Medical Assistant**

Endocrinology and Diabetes center - Chesapeake, VA

February 2012 to September 2013

Answer telephones and direct calls to appropriate staff.

- Schedule and confirm patient diagnostic appointments, surgeries, or medical consultations.
- Greet visitors, ascertain purpose of visit, and direct them to appropriate staff.
- Operate office equipment, such as voice mail messaging systems, and use word processing, spreadsheet, or other software applications to prepare reports, invoices, financial statements, letters, case histories, or medical records.
- Complete insurance or other claim forms.
- Interview patients to complete documents, case histories, or forms, such as intake or insurance forms.
- Receive and route messages or documents, such as laboratory results, to appropriate staff.
- Compile and record medical charts, reports, or correspondence, using typewriter or personal computer.
- Transmit correspondence or medical records by mail, e-mail, or fax.
- Maintain medical records, technical library, or correspondence files.
- Record patients' medical history, vital statistics, or information such as test results in medical records.

### **Lead Medical Records**

Volunteers of America - Jacksonville, FL

August 2010 to April 2011

Supervisor: Jennifer Kless (904-2395775)

Okay to contact this Supervisor: Yes

- Protect the security of medical records to ensure that confidentiality is maintained.
- Review records for completeness, accuracy, and compliance with regulations.
- Retrieve patient medical records for physicians, technicians, or other medical personnel.
- Release information to persons or agencies according to regulations.
- Plan, develop, maintain, or operate a variety of health record indexes or storage and retrieval systems to collect, classify, store, or analyze information.

- Enter data, such as demographic characteristics, history and extent of disease, diagnostic procedures, or treatment into computer.

## **Client Resolution Specialist**

Citigroup - Dallas, TX

April 2009 to January 2010

Arrange for debt repayment or establish repayment schedules, based on customers' financial situations.

Locate and notify customers of delinquent accounts by mail, telephone, or personal visits to solicit payment.

Advise customers of necessary actions and strategies for debt repayment.

Persuade customers to pay amounts due on credit accounts, damage claims, or non-payable checks, or to return merchandise.

Confer with customers by telephone or in person to determine reasons for overdue payments and to review the terms of sales, service, or credit contracts.

Locate and monitor overdue accounts, using computers and a variety of automated systems.

Answer customer questions regarding problems with their accounts.

Record information about financial status of customers and status of collection efforts.

Trace delinquent customers to new addresses by inquiring at post offices, telephone companies, credit bureaus, or through the questioning of neighbors.

Sort and file correspondence, and perform miscellaneous clerical duties such as answering correspondence and writing reports.

## **Warehouse Associate**

XLC Services - Lancaster, TX

June 2008 to January 2009

Warehouse

Examine, measure, and weigh materials or products to verify conformance to specifications, using measuring devices such as rulers, micrometers, or scales.

Set up, operate, or tend machines that cut or slice materials

Stack and sort cut material for packaging, further processing, or shipping, according to types and sizes of material.

Review work orders, blueprints, specifications, or job samples to determine components, settings, and adjustments for cutting and slicing machines.

## **Data Entry Clerk**

Kelly Services McGraw Hill - DeSoto, TX

February 2008 to April 2008

Read source documents such as canceled checks, sales reports, or bills, and enter data in specific data fields or onto

tapes or disks for subsequent entry, using keyboards or scanners.

Compile, sort and verify the accuracy of data before it is entered.

Compare data with source documents, or re-enter data in verification format to detect errors.

Store completed documents in appropriate locations.

Locate and correct data entry errors, or report them to supervisors.

Maintain logs of activities and completed work.

Select materials needed to complete work assignments.

### **Benefits Specialist**

Texas Health and Human Services Commission - Dallas, TX

February 2005 to June 2007

I was a volunteer for the Health and Human Services where I assist with office reception, greeting clients and answering incoming calls, screening application, scheduling and rescheduling appointments, pulling and filing case folders, purging case folders, performing EBT/LSIS, preparing logs and forms by hand or on the computer, operating PBX/TDD phone system, mail clerk and accomplishing backup and other assigned duties as directed by the supervisor.

### **Secretary**

Crossroads Community Outreach - Dallas, TX

August 2003 to February 2004

Administrative Assistant

Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.

Receive payment and record receipts for services.

Perform administrative support tasks such as proofreading, transcribing handwritten information, and operating

calculators or computers to work with pay records, invoices, balance sheets and other documents.

Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.

Hear and resolve complaints from customers and public.

File and maintain records.

Transmit information or documents to customers, using computer, mail, or facsimile machine.

Schedule appointments, and maintain and update appointment calendars.

Analyze data to determine answers to questions from customers or members of the public.

Provide information about establishment such as location of departments or offices, employees within the organization, or services provided.

## **Education**

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### **Certificate**

Sanford Brown Institute Jacksonville - Jacksonville, FL

April 2012

### **Social Worker**

Navarro College Corsicana - Corsicana, TX

August 2004 to January 2005

### **Dipolma**

Woodrow Wilson High School Dallas - Dallas, TX

May 2004