

KAITLYN HESSKEW

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PROFESSIONAL EXPERIENCE

MMC, Austin, TX

2022 – Present

Provider Enrollment Specialist

- Identify and resolve errors, devise alternative solutions, submit surveys and suggestions for enhancing the efficiency and quality of work procedures.
- Perform data entry (of paper applications) while validating the enrollment information submitted by providers to ensure that the enrollment application meets the minimum standards.
- Maintain professional interactions with providers and staff, offering suitable and prompt responses to inquiries and concerns related to provider enrollment and file maintenance for Medicaid programs. This includes dental, vision, ambulance, physicians, nurses, and all other provider types.

H-E-B, Georgetown, TX

2020 – 2023

Personal Shopper

- Packaged and transported groceries from the store to the customers' vehicles
- Followed application instructions closely and reviewed deliveries to minimize errors.
- Maintained positive relationships with grocery store personnel by being consistently professional and friendly.
- Satisfied customer with quick, accurate service under tight deadlines.

The Walt Disney Company, Orlando, FL

2019 – 2019

Custodial

- Provided information to Guests
- Interacted with Guests while working independently
- Ensuring designated area was show-ready for Guests
- Gained a global perspective while interacting with guests from around the world

EDUCATION

Texas State University, San Marcos, TX

2018-2021

Bachelor of Science in Digital Media Innovation

Austin Community College, Austin, TX

2016-2018

General Studies

SKILLS & OTHER

- Microsoft Office & Google Workspace (Attention to Detail)
- Mac OS & Windows Proficiency
- HTML & CSS (Web Content)
- Canva (Graphic Design, Visual Storytelling)
- Comprehensive Internet Knowledge
- Fluent in American Sign Language(ASL)