††††††††Resume

Donna Nechetsky

10248 Jamestown Drive

Anchorage, AK 99507

907-929-2632

**Work Experiece:**

State of Alaska/HSS/SDS

*550 W 8th Ave*

*Anchorage, AK*

*907-269-3666*

Office Assistant II

October 2006 - 03/25/2016

Duties Summary

-Clerical duties in support of operations in State Government service: database maintenance, data entry of new files using custom software and Microsoft Office programs, Access, Word, Excel, Outlook and government programs DS3, EIS and HEI. - Technical duties: prepare and post Level of Care (LOC) letters to clients and providers - Request Expedite status for priority assessments - Screen incoming calls to Division Front Desk and redirect to appropriate extensions, respond to inquiries from the public and other government agencies using professional courtesy, tact and diplomacy. - Upload documents - Schedule travelling nurse accessor staff - Place purchase orders, receive and distribute supplies throughout the Division. - Train new staff in office procedures - Maintain hardcopy files - Periodic archiving - Did ordering of supplies for the whole unit in the past for my job duties.

Company/Agency

Carr's Safeway

*Anchorage, AK*

Phone

(907) 339-2800

Cashier

Dates

July 2006 - March t

Supervisor

Joan or Gregg, Person in Charge (PIC)

Duties Summary

- Part-time cashier duties, answer shopper queries, apply discounts as appropriate, bag groceries as needed. - Recognized as a top performer in providing excellent customer service.

GCI

*Anchorage, AK*

Phone

(907) 786-9200

Customer Service Representive

June 2005 - November 2005

Duties Summary

- Answer incoming request for service calls - Troubleshoot equipment and service issues - Schedule repair technicians for in-home appointments - Data entry for new customer accounts and service changes - Research and correct billing issues and provide credit as appropriate usng excellent written and verbal communication skills, tact and courtesy.

Magellan Health Services

*Bethlehem, PA*

Phone

(610) 814-8030

Customer Service Representive

October 2001 - November 2004

Moved to AK

Duties Summary

- Screen incoming calls, interview and redirect as necessary to provide excellent, accurate customer service - Explain benefit details to clients, clarify payment and eligibility decisions - Review claims, data entry using custom data programs AMISYS and POMS - Verify eligibility of clients and providers - Prepare billing to public assistance programs