

Nicole

EDUCATION

University of Kansas, Lawrence, KS

Bachelor of Arts, Social Welfare, May 2009

Johnson County Community College (JCCC), Overland Park, KS

Associate of Applied Science, Business Administration, (Was doing before Covid, 5 classes from finishing)

CERTIFICATIONS

- 2013 Excel Specialist certification classes through JCCC, March 2017.
- Data Visualization with Tableau certificate through JCCC, April 2017.

PROFESSIONAL EXPERIENCE

DCF, Topeka, KS

September 2019-December

2023

Disability Examiner

- Managed a large caseload of individuals applying for Social Security disability benefits in Kansas. Trained in initial claims for adults, children, appeals, and CDR IN cases.
- Read detailed medical and psychological information as well as other documents submitted by the claimant and third party sources to determine if they meet Social Security disability guidelines.

KVC, Topeka, KS

July 2018-January 2019

Case Manager

- Managed a caseload of 35 teens in foster care. Traveled throughout Kansas to meet with them and their placement to make sure the needs and goals of the child were met and work on independent living skills.
- Completed all paperwork, logs, critical incidents and monthly reports as required.
- Wrote court reports and testified at court hearings for foster children.
- Wrote case plans for each to make sure they got what was needed while in care and that the agency, DCF, and their placement is meeting their needs.
- Attended diversion/probation, Individualized Education Program (IEP) meetings, medication and therapy meetings as needed for the foster child. Routinely worked with the other professionals in these fields to get needs met for the child.

GDIT, Lawrence, KS

September 2009-July 2018

Medicare ARC Casework Senior Specialist

- Routinely worked on multiple cases/tasks while following strict timeframes while still providing excellent customer service and being accurate and complete.
- Researched jobs and worked with the beneficiaries until their issues were resolved.
- Used Express Pro software, headset and foot pedal to transcribe calls for Freedom of Information Act (FOIA) requests.
- Researched and responded to Media, Speaker, and Ombudsman requests.
- Received cases internally or from sensitive correspondence (such as a Congressperson or other official) and researched the case to determine what the issue was and provided recommended solutions to the Centers for Medicare and Medicaid Services (CMS).
- Evaluated recorded or written interactions between CSRs, supervisors, and quality specialists in accordance with approved criteria, quality standards, and standard operating procedures (SOPs) to score and enter coaching for the interactions.

Acting Supervisor

January 2014 to May 2014

- Responsible for supervision, development, and coaching of up to 26 CSRs to assure productivity, quality, attendance, and timeliness of work in the completion of assigned projects and departmental goals.
- Supported the team to make sure they met service level requirements, and were up to date on trainings, completed and delivered employee performance appraisals.
- Supported and enforced contact center expectations as well as departmental and corporate policies and procedures.
- Audited timesheets for CSRs across multiple teams as a special project assigned by management.

MyMedicare.gov Technical Support Representative and Email Representative

- Took calls and chats simultaneously to answer technical support and provided assistance navigating the MyMedicare.gov website. Wrote emails to respond to questions from beneficiaries regarding Medicare, the Medicare.gov website, and the MyMedicare.gov website.

Customer Service Representative- (Tier 2, A2/B2/DME2 Claims, Written Correspondence, Marketplace Tier 2/ARC)

- Answered questions regarding Medicare benefits.
- Interpreted claims to help beneficiaries understand what was paid or why claims were denied.
- Compared Prescription Drug Plans, Advantage Plans, and Medigap policies.
- Made referrals to other agencies when appropriate.
- Received the SOAR award for three quarters.

VOLUNTEER EXPERIENCE

Lawrence Public Library, Lawrence, KS

May 2019-Covid

Information Services Shelving

Volunteer

· Getting nonfiction returns and shelving them as well as newspapers and magazines, reference materials, oversized books, and non-circulating reference books.

Friends of the Library Volunteer

February 2019-Covid

Scanning

- Searching Amazon and AddALL for books donated to see if the book is worth \$10 or more.