

Helena Neto

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Objective

To obtain further experience in Health Care, Customer service and Administration

Education

Community College of Aurora Online

- Oct. 2011 – Present (Online)
- Studied for associates in Business

East High School

- Aug. 2006 - May 2010

Patient care specialist

Randstad - Alto Pharmacy

January 2019 - July 31, 2019

- Temporary assignment
- Provide exceptional customer service to our patients in California via phone, sms, and email
- Placing and receiving incoming/outgoing calls to/from members, pharmacies, and doctors offices in reference to patient prescriptions.
- Work closely side by side with doctors and pharmacists to assure patient is getting the correct DAW medications
- Investigating symptoms and escalating to appropriate member for resolution (hot/cold transfers)
- Navigating platforms, extracting and researching, data from various different software
- Multitasking dual computer screens while assisting members via phone, chand and/or email
- Maintaining a suitable office concerning PHI (locked doors, computers, desks etc.)
- Adhere to and reinforce Prime and departmental standards operating procedures and guidelines specific to HIPAA

Billing and Enrollment specialist

Randstad- Anthem bluecross

August 20,2018 — December 21,2018

- Temporary AEP assignment
- Processing enrollment applications
- Maintaining compliance with HIPAA
- Taking secure measures to protect PHI
- Verify valid enrollment/election periods
- Verify members Medicare valid through MARx and Litton
- Verify members requesting DSNP plans are active in state Medicaid portal
- Verifying ESRD information
- Verify plans availability for county using Epst
- Generating member letters with specific verbiage

- Processing authorization and POA forms in Ultera
- Contacting members and brokers to correct/ verify information
- Completing a minimum of seven records out of queues an hour
- Assisting other agents VIA chat
- Systems used; Medisys, MARx, SMS/Litton, Ultera, BDS, OLS
- Queues worked ; Duplicates, No member, Basic, PEP, RFI, DSNP and authorizations

Assistant Property Manager

Terrace Park Apartments

November 16, 2015 –February 2017

- Tax Credit Property
- Act in the role of Interim Property Manager in absence of the current manager
- Maintain an extraordinary impression which promotes leasing opportunities and maximizes occupancy
- Overseeing daily operations of the property including entering ledgers and compiling weekly reports
- Prepare leases, including annual recertification and renewals to meet the Compliance departments approvals
- Purge files and prepare them for Chfa audits
- Coordinating move-ins and inspections with Aurora Housing
- Inspect units for the City of Aurora inspections
- Coordinating move-ins with Veterans Affairs (vash)
- Managing the unit waitlist
- Scheduling Vendor appointments
- Holding maintenance accountable to the make ready board
- Calculating monthly monies to deposit into the bank
- Preparing final account statements
- Eviction reports and court hearings
- Preparing files for RD Fuller
- Matched with outstanding communication and organizational skills maintain a clean, well-organized, environment that embodies precision and peak productivity

Professional Leasing Consultant

Career Strategies

June 2015- November 13, 2015

- Ensured that potential residents were presented the best property, touring with charisma and professionalism, amplifying leasing potential
- Provide administrative support to the management team, including office work and creating promotional material.
- Answering questions based off prospect interest
- Pop card
- Snailmail
- Yardi
- Onesite
- AIM
- Screening prospects through Corelogic
- Inputting PO's in Nexus and submitting for approval
- Filing leasing documents per checklist/unit

- Filling out notice to vacate forms
- Market survey
- Shopping the competition
- Walking units before a move in
- Checking voicemails
- Craigslist posting and updating
- Work orders(submitting, follow-up, and closing)

Customer Service/ Admin

Peak Candle Supply

July 2012– March 2015

- Take online chat, phone, and in person orders for our product
- Online, phone and in person technical support
- Take phone messages and Transfer calls
- Follow up with customers that have orders on hold, and failed payments
- Regulate inventory, order product from manufacturer, and update stock
- Cashier
- Warehouse Inventory
- File Sales Tax Licenses and Affidavits for business customers in Microsoft Excel
- Get UPS and USPS quotes for shipping
- Ship customers products through worldship
- Input all tracking numbers and shipping costs in our records
- Keep track of activity on the message board
- Maintain company files in dropbox
- Build and maintain our website with WordPress
- Move 50-60 pound boxes of wax to customers vehicles

Education Consultant

Education Sales Management

June 2011 – March 2012

- Outbound Call center
- Verify student information is correct
- Discuss education goals with students
- Discuss student support system
- Sign students up for a school visit
- Speak with students' parents about their support for their child's education
- Transfer student to school academic advisor (hot or cold transfer)
- Follow up with old student inquiries

Customer Service Rep

24-7 In touch/ Netflix

November 2010 - April 2012

- Inbound call center

- Manage customers personal accounts, billing, and credits
- Handle delinquent customers / Collections
- Manage customers fraud concerns
- Make fraud claims
- Sign customers up for new accounts
- Set up DVD shipping arrangements
- Settle lost and damage claims
- Assist customers with Netflix technical difficulties
- Provide customers with general Netflix information
- Review/follow company disclosures during and after all calls
- Maintain a proficient level in “dsat” surveys

Rides Operator Customer Service Rep

Elitch Gardens Denver, CO

March 2010 - October 2010

- Operate rides in a safe, strict step by step manner
- Assist customers with questions and directions throughout the park
- Answer questions about the parks history and events
- Clean park

Skills

- Bilingual in English and Portuguese
- Proficient in Spanish
- Great verbal and communications skills
- Able to effectively work with others; team leader as well as team player
- Familiar with office equipment and various computer programs i.e. Microsoft Word, Excel, Outlook, PowerPoint and World ship
- Highly detailed and goal oriented
- Very strong work ethic
- Able to keep up in a fast paced environment
- Type 40wpm
- Building websites with wordpress
- Advanced Yardi Voyager
- Advanced in Onesite
- Familiar with Nexxus
- On-site
- Yieldstar
- THS eviction certified
- Aurora Police Par officer training
- Comply it PHI and HIPAA laws

Activities

- Advanced Leadership participant
- Colorado Uplift
- ANTH camp instructor and teacher
- GED tutor

Dear Future employer,

Thank you for taking the time out to review my resume and consider me as a future employee. I would like to let you know that I am currently on a deferred Felony Sentence, but I do qualify for Work Opportunity Tax Credit. WOTC is a Federal **tax credit** available to employers for hiring individuals from certain target groups, such as myself, who have consistently faced significant barriers to employment.

I am an extremely hard worker, a fast learner, and take pride in everything I do. I will be happy to discuss the details of my case in person but would like for you to know it is not considered a violent, drug, theft, or sexual assault. I look forward to a great future with you.

Thank you,

Helena Neto

More information on WOTC can be found at: <https://www.doleta.gov/business/incentives/opptax/>