

VANESSA PANEMALAYTHONG

Savage, MN 55378 | (952) 688-1679 | vnp1993@gmail.com

Professional Summary

Enthusiastic individual eager to contribute to team success through hard work, attention to detail and organizational skills. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements.

Skills

- 5+ years Customer Service
- 1+ year Claims
- Organization
- MS Office Proficient
- Data entry expertise
- Documentation skills
- Assembly and production
- Medical Terminology
- Order fulfillment
- Complaint Resolution

Work History

Clinical Operations Technician; Prime Therapeutics LLC 09/2019
to 01/2020 **Aerotek** - Eagan, MN

- Process, communicate, document and track requests for formulary exceptions, prior authorizations, quantity exceptions, and brand override for delegated utilization management (UM) products and services
- Review criteria to determine if the request can be approved
- Provide all relevant clinical information specific to an UM request to a department Pharmacist and the Physician
- Manage work queue and volumes to meet client specific turnaround times

Medical Scribe 04/2019
to 09/2019 **ScribeAmerica LLC** - Burnsville, MN

- Assisted Physician improve in efficiency and increasing doctor-patient interaction by decreasing Electronic Medical Records (EMR) workload
- Saw patients with Physician and performed real-time, thorough medical charting consisting of history, HPI, physical exam, and treatment and care into the EMR
- Reviewed charts for proper and complete documentation
- Document patient visits including clinical findings, differential diagnoses and assessments

Instrument Builder 04/2018 to
12/2018 **Emerson Automation Solutions** - Shakopee, MN

- Assembly of devices that are used for measurement in a wide range of industries
- Completed a wide variety of tasks such as picking, building, testing and packaging of product
- Certified trainer in the "supermarket" line and manifold kits
- Completed multiple training modules in accordance to product assembly, quality assurance, and safety
- Read and understand written product processes/procedures

Claims Adjuster 07/2017 to
03/2018 **American Family Insurance** - Eden Prairie, MN

- Guide customers, over the phone, through the claims process by investigating how their auto accident occurred and ensuring that their claims experience is as smooth as possible
- Maintained contact with claimants and attorneys to determine treatment status
- Evaluated all evidence with goal of creating positive outcomes for client's claims

- Reviewed new files to determine current status of injury claim and to develop plan of action
- Reconciled data in direct collection system with accounting system to address discrepancies

Education

Bachelor of Science: Business in General Finance Expected in
01/2024 **Indiana University - Purdue University Global** - Indianapolis, IN

Completed 29 Credits: Biological Sciences 01/2019 to 08/2019
Northwestern Health Sciences University - Bloomington, MN

Associate of Arts: Liberal Arts and General Studies
05/2014 **Normandale Community College** - Bloomington, MN

High School Diploma
05/2011 **Burnsville High School** - Burnsville, MN