

# Brittney M. Davis

211 Crosswinds Dr. Apt 303  
Chesapeake, VA, 23320  
757-319-0788  
Michellemaxima@gmail.com

## EXPERIENCE

### **Anthem (Elevance Health) — UM Representative I**

January 2017 - Present

- Manage incoming faxes from providers
- Determines contract and benefit eligibility; provides authorization for inpatient admission, outpatient precertification, prior authorization, and post-service requests.
- Refer cases requiring clinical review to a Nurse reviewer.
- Responsible for the identification and data entry of referral requests into the UM system in accordance with the plan certificate.
- Responds to telephone and written inquiries from clients, providers, and in-house departments.
- Checks benefits for facility-based treatment.
- Develops and maintains positive customer relations and coordinates with various functions within the company to ensure customer requests and questions are handled appropriately and in a timely manner.

### **Norfolk International Airport — Parking Cashier**

December 2014 - December 2016

- Provide excellent customer service and assist patrons
- Monitor and perform regular patrols in all parking facilities, including surface lots and garages, as assigned and directed.
- Provided patrons with accurate information regarding parking rates, availability, airport information, and directions across multiple communication avenues.
- Assist patrons with locating their vehicles in a prompt and courteous manner.
- Responsible for the timely and accurate completion of the nightly license plate inventory.
- Responsible for performing space counts in a timely and efficient manner as and where directed.
- Performs various tasks in the Parking Operations Center as assigned and directed to include but not be limited to assisting patrons via intercom, telephone and in the lanes as needed.
- Ensures that all parking transactions in assigned exit facilities are processed in a timely and accurate manner
- Maintains an accurate record of all revenue collected and responsibly handles cash.
- Administer and adhere to all Authority policies and guidelines.

## SKILLS

Customer Service Skills  
Multitasking  
Conflict Resolution  
Troubleshooting  
Delegation  
Data Entry  
Schedule management  
Microsoft Office  
Email

## AWARDS

## LANGUAGES

English

## **Farm Fresh, Norfolk- CSR Representative**

January 2012 - December 2014

- Responding to customer inquiries via phone or in person.
- Addressing customer complaints and concerns in a prompt and courteous manner.
- Providing accurate information about products, services, and store policies.
- Ensuring a positive customer experience.
- Manage a shift with 5 or more employees
- Schedule management

## **EDUCATION**

### **Old Dominion University, Norfolk, VA — *Ongoing***

MONTH 20XX - MONTH 20XX

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### **Lake Taylor High School, Norfolk, VA — *Advanced Diploma***

MONTH 20XX - MONTH 20XX

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