

Brittney Davis

Chesapeake, VA
Michellemaxima@gmail.com

+17573190788

Cybersecurity Student | IT Support & Healthcare Operations Professional

Exceptional Customer Support, Resolving Complex Claims, Build Trust Relationships

Customer-focused professional delivering exceptional support within healthcare and customer service. Consistently meet quality and performance metrics in fast-paced, regulated environments by effectively multitasking and prioritizing competing demands. Resolve complex issues, de-escalate difficult situations, explain healthcare benefits clearly, and build strong relationships with customers and cross-functional teams.

Core Competencies

- Customer Service Excellence
- Healthcare Operations
- Utilization Management
- Claims Processing
- Prior Authorization
- HIPAA Compliance
- Data Entry
- Documentation

Professional Experience

ANTHEM (ELEVANCE HEALTH), Norfolk, VA

UM Representative 1
2026

2022 -

Supported members, providers, and internal departments by reviewing benefit eligibility, processing prior authorizations, entering referrals into utilization management systems, and coordinating cases requiring clinical review.

- Processed inpatient and outpatient prior authorization requests accurately while consistently meeting quality and performance metrics.
- Determined member eligibility, benefits, and authorization requirements, supporting timely and accurate healthcare services.
- Entered referrals and authorization documentation with a high degree of accuracy ensuring compliance with established procedures and documentation standards.
- Processed authorizations before routing cases requiring clinical review to nurse reviewers.

Customer Service Representative

2017–2022

- De-escalated complex customer concerns through active listening, empathy, and effective problem-solving, preserving positive member relationships and service outcomes.
- Partnered with cross-functional teams to coordinate timely issue resolution, ensuring accurate follow-through and an improved customer experience.
- Safeguarded sensitive member information by consistently adhering to HIPAA regulations and organizational confidentiality standards in all customer interactions and documentation.
- Managed 40+ inbound customer and provider interactions daily while consistently meeting quality and performance metrics.

NORFOLK INTERNATIONAL AIRPORT, Norfolk, VA

2014- 2016

Parking Cashier

- Assisted travelers with directions, parking information, and vehicle location services, delivering prompt, courteous support, enhancing customer experience.
- Supported Parking Operations Center activities by coordinating daily operations, responding to customer inquiries, and ensuring efficient parking services.

FARM FRESH, Norfolk, VA, Customer Service Representative

2011-2014

- Assisted customers with questions, complaints, and service requests
- Supervised shifts of five or more employees
- Assisted with scheduling and daily operations
- Delivered excellent customer service

Education

Pursuing Bachelor of Science (BS), Cybersecurity, Old Dominion University, Norfolk, VA, Expected Graduation Fall 2027

Certifications

Google Cybersecurity Certificate, in progress

Software Skills

Microsoft Windows

Microsoft 365

Linux Fundamentals

Technical Troubleshooting

Microsoft Word

Microsoft Powerpoint

Microsoft Excel