

# Michelle Dunnihoo

Saint Joseph, MO 64506

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+1 816 209 8505

Authorized to work in the US for any employer

## Work Experience

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### **PAA**

Northwest Health Services - Saint Joseph, MO

December 2021 to Present

I am a patient access assistant for the dental clinic. I check in and out appointments, handle payments, receive phone calls, make outbound calls, schedule appointments, and provide customer service to patients.

### **Customer Service Representative**

Alorica - Saint Joseph, MO

August 2018 to December 2021

I am inbound call representative for United Healthcare. I review claims, answer benefit questions, and submit prior authorizations.

### **Pharmacy Technician**

Walgreens - Saint Joseph, MO

February 2020 to October 2020

My responsibilities inside the pharmacy included filling prescriptions, processing insurance claims, and providing customer service.

### **Front Desk Clerk**

Quality Inn and Suites - Belton, MO

January 2018 to August 2018

My responsibilities included the night audit, answering the phone, checking in and out our guests, cleaning the lobby area, filing, making breakfast, and supervising the hotel during my shift.

### **Delivery Driver**

O'Reilly distribution center - Kansas City, MO

August 2016 to January 2018

My responsibilities included loading auto parts into totes, checking the manifest against parts for accuracy, loading all totes into the company vehicle, and delivering the correct totes to the correct stores within the given time frame.

### **Desk Clerk**

Masonry maintenance - Savannah, MO

March 2010 to August 2016

Answering company phone calls, delivery of various material, over looking shipping, and receiving

## **CNA - Certified Nursing Assistant**

Carrige Square - Saint Joseph, MO

January 2014 to October 2014

Assisting residents with daily activities

## Education

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### **Ged**

Savannah High School

### **CNA**

Hilyard Tech

## Skills

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- Cashier (3 years)
- Customer Service (9 years)
- Reception (2 years)
- Front Desk (1 year)
- Front Office
- Customer Care (9 years)
- Call Center (2 years)
- CSR (2 years)
- Customer Support (2 years)

## Certifications and Licenses

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### **CNA**

October 2010 to February 2020

### **Pharmacy Technician**

February 2018 to May 2020

### **Certified Nursing Assistant (CNA)**

### **Driver's License**

### **CPR**

### **First Aid Certification**

### **Class E**

Present