

Alyssa Milinkovich

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Education:

Associates of Applied Science | Computer and Web Programming | Lake Superior College

GPA – 3.41 | Expected Graduation – August 2025

Professional Skills:

- Strong organization and problem-solving abilities demonstrated through successful coordination of multiple departments and implementation of new processes.
- Mastery in Microsoft Office Suite (Word, Excel, PowerPoint) for creating documents, spreadsheets, and presentations.
- Quick learner with the ability to grasp complex computer systems rapidly, enhancing operational efficiency.
- Skilled in programming languages such as Python, Java, JavaScript, C#, SQL, HTML, and CSS, acquired through comprehensive coursework and hands-on projects in web and software development during my college education.

Professional Experience:

Senior Provider Data Specialist

UnitedHealth Group | Duluth, MN | April 2019- May 2021

- Coordinated with multiple departments to ensure data integrity, reduce quality concerns, and enhance the Member/Provider experience.
- Researched and developed new processes to help streamline the Termed Provider best practice.
- Advised Provider member panel recommendations to business stakeholders to drive an understanding of impact to members.
- Matured steady state Primary Care Provider Re-designation process for over 100,000 members and fully trained all future processors.

Enrollment and Eligibility Representative

UnitedHealth Group | Duluth, MN | August 2017- April 2019

- Facilitated cross-functional meetings with internal stakeholders and State agencies to address member issues, resolve potential compliance concerns, and ensure adherence to data security protocols.
- Led training initiative to ensure smooth end to end processes between Enrollment and Provider Data.
- Acted as technical expert in member eligibility status for State Audits.
- Analyzed and gathered data to return to auditor as proof correct protocol was being followed.

Client Service Representative

Ciox Health | Duluth, MN | February 2014- August 2017

- Resolved client problems or disputes in a professional and timely manner.
- Adhered 100% to HIPPA and privacy practices.
- Assisted patients in understanding their medical record requests and questions.
- Reviewed accuracy of documents to ensure the output, meet the established requirements, and quality standards.