

DENISE NORAH

5016 Gold Leaf Ln. Pinson, AL 35126 | mdenisenorah@gmail.com | (334) 294-1790

Property Management | Leasing | Customer Service | Market Research

Organized goal-oriented team player seeking to offer my talents, skills and work ethic to drive operational excellence in property management utilizing excellent customer service by upholding property through regular maintenance, addressing complaints and reducing service cost to increase budget while improving apartment communities.

KEY STRENGTHS

Customer Service
Training & Development
Supervising
Contract Review
Scheduling

Tenant Relations
Collections
Vendor & Supplier Negotiations
BLS CPR & First Aid certified

Budgeting
Project Management
Planning
Collaboration
Marketing

EXPERIENCE AND MILESTONES

University Alabama Health Services Foundation, Birmingham, AL (Nov 2020-Present)
Precertification and Authorization Specialist Intake Team

Managed high volumes of time sensitive workloads and obtained Precertification's, Prior Authorizations and Predeterminations using various systems, applications and the internet resulting in 90% approval rates for patient treatments for cancer and medical infusions from health insurance within guidelines and policies of facility, organization, insurance company, local, state, and federal laws and regulations

Key Project: Decreasing denial rates by 80% increasing Infusion Budget by 12.2 million dollars in 2021.

University of Alabama O'Neal Comprehensive Cancer Center Birmingham, AL (Dec 2018- Present)
Certifies Community Health Advisor (Lung Center Awareness Screening Education)

Promoted cancer awareness and early detection screening for lungs, breast, cervical and colorectal cancer assisting with research studies and projects coordinating community events in various areas.

Key Project: Improved access and increased utilization of proven cancer screenings by 75%, while providing courteous and professional customer service to participants, staff, vendors and third parties.

University of Alabama Kirklin Clinic, Birmingham, AL (Sept 2017-Nov 2020)
Certified Clinical Medical Assistant Float Pool Special Resource Team

Rotated to various departments throughout the University of Alabama Hospital Community trouble shooting and assisted numerous clinics with shortages and overload issues.

Key Project: Trained new hires and served on CCMA Forum Committee which addressed needs and concerns of Ambulatory Clinical CCMA staff, resolved staffing concerns with a 100% success rate while providing courteous and excellent customer service to patients, addressed concerns of patients, staff, vendors, visitors and third parties.

Synovus Mortgage Corporation, Birmingham, AL (May 2013-Sept 2017)
Loan Administration

Loan Administration Team Lead and Customer Representative ran various daily, weekly, monthly and yearly reports using MERS, Fiserv, Novell, Insight, NCP Solutions, Loansphere, and Sox application systems. Performed accounting, bookkeeping, research, excellent customer service, financial counseling, resolved day to day concerns of customers, bank affiliates, and third-party companies while adhering to privacy and confidentiality guidelines. Also followed company policy and procedures, local, state and federal laws and regulations.

Key Project: Completed company audits which resulted in a 100% Audit rate for Synovus Mortgage Corp each year. Completed audit for company 4 consecutive years.

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EDUCATION

CORE Program, Tuscaloosa, AL | April 2022

Credential in Career Opportunities in Real Estate

Virginia College, Birmingham, AL | December 2017

Bachelor of Science Degree in Health Services Management

Concordia College, Selma, AL | May 1992

Associates of Science Degree in Business Administration

TECHNICAL PROFICIENCIES

Microsoft Office Suite, Microsoft 365 (Word, Excel, PowerPoint, Outlook), Quick Books, Quicken, Knowledge of Propertyware, Total Manager, Rent Manager Online and Yardi (Genesis/Voyager), Internet, Email and Data Entry

COMMUNITY ENGAGEMENT

Youth Positive:

Mentored youths of various ages, races, creed, color, sex and disabilities to educate and promote a safe environment resulting in youths committing to a trade, the military or attend college. Raised funds for youth activities within various communities.

TAG (Trussville Academy of Gymnastics)

Support and raise funds for youth who inspire to become professional gymnasts in the future.

Community Service

Showing appreciation to others including, Firefighters, Law Enforcement, Medical Professionals, Bank Personnel, Teachers, Seniors, Youths, Veterans and Mail Couriers.