**Dana Dinach Payne**

8726 Highlands Drive

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**Availability:**

**Job Type:**Permanent

**Work Schedule:**Full-time

**Work Experience:**

**Claims Technical Expert**

**Social Security Administration (This is a federal job)**

1200 Rev. Abraham Woods Jr. Blvd

Birmingham, AL

**11/2014 - Present**

**Salary:**$0.00 USD Bi-weekly

**Hours per week:**40

**Pay Plan:**GS - General Schedule (Ch. 51, 5 U.S.C.).

**Grade:**12

**Duties, Accomplishments and Related Skills:**

As a Claims Technical Expert, I currently serve in a lead role where I promote harmony and synergy among our team while providing expert technical advice and assistance to Claims Specialist (CS) in Module 06 as well as when I served in Module 14. I encourage my team to focus on improving their abilities for greater work performance when reviewing the quality and accuracy of their finished product. As a technical expert, I apply my ability to research complex issues, evaluate the evidence, and draw sound conclusions when asked for assistance with complex cases and post-entitlement actions by the Claims Specialists. I maintain flexibility in handling the many responsibilities I am faced with daily while managing a balanced approach to my workloads which affords me the opportunity to be a team player and assist management with reducing workloads by processing additional assignments related to pending aged workloads. I consistently provide feedback to management on potential risks identified on projects when processing cases to meet and control accuracy requirements.

As a Claims Technical Expert, I communicate with ease and a natural style with my fellow co-workers, attorneys, field office personnel, and claimants in a clear and concise manner when conveying legal and technical information by using understandable language that is relevant and meaningful. My persuasive ability used while verbally contacting them serves the purpose of expediting claims, obtaining evidentiary proof based on initial development, resolving other benefit matters, or verifying the accuracy of reports that are received requesting information.

I maintain flexibility in handling the many responsibilities I am faced with daily while managing a balanced approach to my workloads. I smoothly and consistently handle heavy workloads while working within tight deadline pressures. I frequently and successfully complete complex assignments under tight time constraints requiring accurate, timely and technically sound products or decisions.

As a mentor, I have participated in on-the-job training of newly selected Benefit Authorizers and Claims Specialists. In serving as a reviewer/mentor, I analyze and prepare detailed written monthly reports of the trainee’s progress to management. I demonstrate my technical knowledge on various SSA programs and procedures and share this knowledge with my trainees. I regularly review their work for accuracy and completeness, detection of training needs, and evaluation of their performance. This process gives me the ability to identify the trainee’s weakness and recommend solutions. I provide feedback to trainees and managers as this tool plays a critical role in the agencies goal of producing the highest quality work product. My written feedback to the management team is essential to ensure that the trainee is exposed to a full range of workloads before being taken off review to work independently.

**Supervisor:**Tandylyn Jones (205-801-1000)

**Okay to contact this Supervisor:**Yes

**Equal Employment Opportunity Office (EEO) Collateral Duty Counselor**

**Social Security Administration-CREO (This is a federal job)**

1200 Rev Abraham Woods Jr Blvd

Birmingham, AL

**9/2018 - 9/2022**

**Hours per week:**10

**Pay Plan:**GS - General Schedule (Ch. 51, 5 U.S.C.).

**Grade:**12

**Duties, Accomplishments and Related Skills:**

I was selected and served as a Collateral Duty Equal Employment Opportunity (EEO) Counselor in the Atlanta Region for the past four years. My role as an Equal Employment Opportunity Collateral Duty Counselor was to provide counseling and to initiate efforts to resolve complaints of discrimination by utilizing informal resolution techniques.

As a Collateral Duty Equal Employment Opportunity Office Counselor, I was a professional, objective fact-finder serving as a “bridge” between the aggrieved and the responding management official during the pre-complaint process. “Neutrality” is the hallmark and guiding principle as a collateral duty Equal Employment Opportunity Counselor. I was a trusted agent of the Equal Employment Opportunity program and served as the first responder to facilitate, mediate, and resolve Equal Employment Opportunity Office informal complaints, workplace conflicts and workplace disputes at the lowest level. I shared my ability to establish effective working relationships with, and gain, the confidence of managers and supervisors at all levels of the agency, as well as with employees, regardless of their occupation, race, sex, sexual orientation, ethnic heritage or socio-economic background.

I exhibited the following skills:

• I possessed effective written, oral, and listening communication skills.

• I demonstrated the ability to exercise impartial judgment.

• I interacted with employees and managers at all levels.

• I worked independently within established timeframes.

I performed the following duties:

• Advised the aggrieved and responsible management official(s) of their roles, rights, responsibilities, and duties throughout the EEO process.

• Made fact-finding inquiries relative to the allegations made by the aggrieved.

• Collected the facts and other pertinent documentation.

• Attempted to reach a mutually satisfactory resolution of the dispute between the
disappointed and the responsible management official(s).

• Prepared a Report of Counseling which contains the information necessary to
process the formal complaint.

**Supervisor:**Harold D. Naves (205-801-1132)

**Okay to contact this Supervisor:**Yes

**Program Analyst**

**Social Security Administration (This is a federal job)**

1200 Rev Abraham Woods Jr Blvd

Birmingham, AL

**11/2016 - 10/2020**

**Salary:**$0.00 USD Per Year

**Hours per week:**40

**Pay Plan:**GS - General Schedule (Ch. 51, 5 U.S.C.).

**Grade:**12

**Duties, Accomplishments and Related Skills:**

While serving as a Program Analyst, I served as a staff analyst, evaluator, and advisor to executive management. In this position, I was responsible for supporting, planning, analyzing, evaluating, and improving the effectiveness of administrative operations and operating programs. I continually provided staff assistance to operation officials and technical personnel by resolving problems and recommending solutions that aid in accomplishing agency goals and objectives. I performed analysis on the effectiveness of SSA’s programs by analyzing performance measure data, surveying results, and conducting trend and statistical analysis which aided in identifying system trends and opportunities for improvement. I developed and maintained program documentation and technical reports, conducted assessments, and communicated the results to upper management which provided them with guidance in our program operations effectiveness and efficiency. As a team player and independently, I devised plans and methods to process workloads in addition to issuing written instructions on processing these workloads.

I planned and coordinated the implementation of new or revised procedures related to my technical expertise in my assigned subject matter expert areas of Attorney and Attorney fees, Claims Specialist computations, Prison and Fugitive Felons, and Railroad Board. I used my analytical skills to assist in devising methods and techniques that determined whether new or established policies and programs were accomplishing the intended objectives while serving as Southeastern Program Service Center (SEPSC) liaison in these assigned subject areas. For example, I noticed a trend in Railroad Board cases that were being processed incorrectly. I consistently received emails from the Railroad Board concerning beneficiaries that were in dire need because Railroad Board cases were being processed incorrectly by the Southeastern Program Service Center (SEPSC). Therefore, I conceptualized a plan to eliminate this issue. I created a one-page document called Guide for Railroad Board MACADE Input that has been added to the Southeastern Program Service Center (SEPSC) Technician’s page as a resource guide. This document gives the technicians a systematic desk aid to reference when processing Railroad Board cases. On one side of the document, it provides step-by-step instructions on processing these cases, and on the other side it provides procedural references along with examples to aid in processing these cases accurately. My creative approach to eliminate these inconsistencies resulted in improved business practices within this error prone workload. This example displays how I have paid attention to details by taking the initiative to observe my environment and initiate a solution.

As a team player and independently, I successfully planned, coordinated, and conducted manager and technician training for the Southeastern Program Service Center (SEPSC) via Skype for the Claim Specialist employees on the following topics: Introduction of the New AERO-T2R Bypass and Attorney Fee Refresher Training.

I displayed my ability to speak effectively with individuals and groups when I served as a Program Analyst as I provided written and oral advice to the Regional Commissioner and Assistant Regional Commissioner of Processing Center Operations on a variety of agency matter projects and policy initiatives by recommending effective solutions consistent with policies and objectives via oral presentations. I was contacted by Central and Regional office staff to provide advice and guidance on difficult policy questions, provide comments on proposed legislation, and resolving issues related to case processing. As a subject matter expert, I provided written and oral advice on social, economic, and environmental policy initiatives related to agency matters. Additionally, I was responsible for providing talking points for executive management staff when they were scheduled for meetings or conference calls related to my subject matter areas.

I handled day-to-day work challenges effectively and timely. I achieved results by adjusting to multiple demands, ambiguity, and rapid change in addition to setting daily priorities for my workloads to increase my productivity and effectiveness.

**Supervisor:**Rejeana Lavender (205-801-4679)

**Okay to contact this Supervisor:**Yes

**Claims Authorizer**

**Social Security Administration (This is a federal job)**

1200 Rev. Abraham Woods Jr. Blvd

Birmingham, AL

**9/2009 - 12/2014**

**Salary:**$0.00 USD Bi-weekly

**Hours per week:**40

**Pay Plan:**GS - General Schedule (Ch. 51, 5 U.S.C.).

**Grade:**11

**Duties, Accomplishments and Related Skills:**

As a Claims Authorizer, I independently reviewed and adjudicated retirement and disability cases. I was responsible for analyzing and adjudicating complex claims when field offices were unable to make determinations.
In addition to reviewing and adjudication claims, I authorized other complex entitlement determinations for benefits by analyzing the claim and applying Social Security policies and procedures. I consistently prepared formal and informal determinations while relating to the facts, evidence, and issues on the requirement of the Social Security Act and policies. Daily, I resolved post adjudicative issues, which were highly complex in nature and difficult to resolve due to the impact on entitlement and eligibility. Furthermore, I skillfully communicated orally with attorneys, field offices, and claimants in a clear and concise manner when conveying legal and technical information. My verbal contact with beneficiaries served the purpose of expediting claims, evidentiary development, and resolving other benefit matters or verifying reports that were received for requested information.

**Supervisor:**Grateful Reynolds (205-801-3665)

**Okay to contact this Supervisor:**Yes

**Claims Examiner (Technical Instructor)**

**Social Security Administration (This is a federal job)**

1200 Rev. Abraham Woods Jr. Blvd

Birmingham, AL

**11/2008 - 9/2009**

**Salary:**$0.00 USD Bi-weekly

**Hours per week:**40

**Pay Plan:**GS - General Schedule (Ch. 51, 5 U.S.C.).

**Grade:**10

**Duties, Accomplishments and Related Skills:**

Employee growth is critical to an organization’s success and this development can be accomplished with ongoing training. Effective training helps create a pool of qualified individuals who are ready to step into their positions fully capable of achieving agency goals. This was achieved while serving as a Technical Instructor, I conducted professional training and development methods for effective classroom training for Benefit Authorizer and Claims Specialist trainees. I was responsible for teaching and evaluating students’ overall knowledge and progress during the duration of the course. I presented programmatic material in a classroom setting. However, due to the trainees’ different backgrounds and varying levels of experience I was challenged to polish my verbal skills. I was able to explain the material in several different ways, tailoring my language and use of examples to the level of the individual student.

I was accountable for planning, organizing, directing, and monitoring the activities of a training class. I was responsible for evaluating students’ overall success or failure as well as their progress during the learning process and conducting one-on-on training for students that may have difficulties with their work performance. In serving as a resource person for technicians, I provided training and technical assistance on claims and other casework. In addition, I prepared reports that measured, guided, and aided in providing feedback on the trainee’s performance for management. I was required to stay abreast of all changes related to the Benefit Authorizer and Claims Specialist position in order to incorporate these changes into the training materials that I developed.

**Supervisor:**Pamela Carpri-Retired (205-801-3446)

**Okay to contact this Supervisor:**Contact me first

**Benefit Authorizer**

**Social Security Administration (This is a federal job)**

1200 Rev. Abraham Woods Jr. Blvd

Birmingham, AL

**7/2002 - 11/2008**

**Salary:**$0.00 USD Bi-weekly

**Hours per week:**40

**Pay Plan:**GS - General Schedule (Ch. 51, 5 U.S.C.).

**Grade:**09

**Duties, Accomplishments and Related Skills:**

As a Benefit Authorizer, I readily accessed Program Operations Manual Systems (POMS) to interpret and apply the agencies systems, policies, and procedures. The technical knowledge I gained was used to ensure consistency and compliance with policy and procedures along with assisting other employees with complex cases and post-entitlement actions to ensure the highest quality of work when processing various workloads. I was responsible for examining automated claims for accuracy while making needed adjustments. I also adjusted established records as well as effectuating payments through the system on new claims for benefits. I resolved and analyzed complex cases and made final determinations on a full range of post adjudicative actions, entitlements, benefits, and payments. This involved independently researching, analyzing, and resolving program exceptions that occurred when an action was taken to correct, change, or update the Master Beneficiary Record (MBR). I sent written notices to individuals about changes on their records and actions that could affect their eligibility or monthly payment amount including when I reduced, suspend or terminated their benefits. I provided technical assistance, guidance, and interpretation of program information to over 250 Social Security offices in the Atlanta Region. I also relayed information to field offices for input in order to resolve Supplemental Security Income Record Display (SSID) interface problems. In doing so, I was able to shorten the time a beneficiary would have waited to receive payment when in dire need.

**Supervisor:**Wayne Hunter-Retired (205-801-3446)

**Okay to contact this Supervisor:**Contact me first

**Summer Technical Intern-Department of Energy Scholar**

**Department of Energy**

Oak Ridge National Laboratory

Oak Ridge, TN

**5/2001 - 8/2001**

**Salary:**$0.00 USD Bi-weekly

**Hours per week:**40

**Duties, Accomplishments and Related Skills:**

I was appointed to serve as a Department of Energy (DOE) Scholar. The DOE Scholars Program is designed to provide opportunities and attract talented undergraduate and graduate students, as well as recent graduates to appointments that are carefully designed to help prepare participants towards the full range of entry and mid-level research, technical and professional positions within DOE and organizations that support the DOE mission. The DOE Scholars Program introduces highly qualified students and postgraduates to the Department of Energy’s missions, functions, and operations.

• Provided support to the Office of Acquisition Management (OAM) section of the organization by assisting in performing analyses on special projects concerning buying trends and travel issues. The Office of Acquisition Management (OAM) is responsible for all contracting, financial assistance and related activities to fulfill the Department's multitude of missions through its business relationships.

• Assisted with Workforce Optimization (WFO) and accounts payable reconciliation/adjustments using the Department of Energy’s accounting software called Systems, Applications, and Products (SAP).

• Prepared reports and assisted in the development of presentation materials to communicate my analysis and/or project results through my working knowledge of Excel, Microsoft Word, and PowerPoint.

• Developed and presented Microsoft Power Point presentations on key financial topics for senior management.

**Supervisor:**Will Minter-Retired (205-801-3446)

**Okay to contact this Supervisor:**Contact me first

**Education:**

**Miles College** Fairfield, AL United States

Bachelor's degree 5 / 2002

**GPA:**3.5 of a maximum 4.0

**Credits Earned:**141 Semester Hours

**Major:**Accounting **Minor:**Business Administration**Honors:**Magna Cum Laude

**Relevant Coursework, Licenses and Certifications:**

During my junior and senior year at Miles College, I volunteered with the Volunteer Income Tax Assistance (VITA) program on campus. I prepared tax returns via electronic filing for qualified individuals in the community. While a student at Miles, I gained knowledge via coursework and classroom experiences in the following courses: Principles of Accounting, Intermediate Accounting, Cost Accounting, Advanced Accounting, Auditing, Governmental Accounting, Income Tax Accounting, and Communication Skills I & II.