

Melissa Breier-Nero

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

857 4th Street
Galesburg, IL 61401
(309) 335-9252
Melissa.Breier@gmail.com

EXPERIENCE

Department of Rehabilitative Services, Galesburg, IL — Personal Care Assistant

April 2019 - PRESENT

Assisted in daily living activities, including, bathing, dressing, ect.

Provided transportation to and from medical appointments

Maintained clients living quarters

Scheduled medical and other needed appointments

Engaged client in rehabilitation activities

Supported client who is a paraplegic

Provided emotional support

Little Company of Mary Hospital, Evergreen Park, IL — Patient Service Representative

FEBRUARY 2016 - MARK 2019

Completed patient registration

Screened calls and managed them appropriately

Collected, analyzed and input patient demographics

Completed electronic referrals Obtained authorization and pre-certification

Completed insurance verification and eligibility

Collected co-pays and posted payments

Insight Behavioral Health Centers, Chicago, IL — Intake Coordinator

FEBRUARY 2012 - FEBRUARY 2016

Completed initial intake and registration of new clients

Managed scheduling for multiple location and programs

Assessed clients for appropriate placement in programs

Completed data entry

SKILLS

Electronic Medical Records -
3 years

Practice Management - 2
years

Powerpoint - 10+ years

Passport (Insurance
Verification) - 3 years

Scheduling - 10+ years

Assessment - 6 years

Group Facilitation - 4 years

Microsoft Works - 10+ years

Google Docs - 4 years

Organized and developed tracking for clients
Organized and developed spreadsheets and graphs
Provided referrals and linkage to appropriate resources

Metropolitan Family Services, Palos Hills, IL — Case Manager, Adult Mental Health

MAY 2008 - FEBRUARY 2012

Completed initial intake and registration of new clients
Assessed clients for initial and/or crisis appointments
Completed data entry for state hospital discharges and emergency screenings
Managed a caseload of 35-45 individuals
Provided case management, linkage and referrals, and supportive counseling services
Completed mental health assessments and individualized treatment planning
Organized and facilitated services in a group setting of 10-12
Aided in the application process for Medicaid, Medicare and Social Security benefits

Kentucky Fried Chicken, Oak Forest, IL — Shift Manager

AUGUST 2002 - DECEMBER 2007

Supervised 4 - 5 staff members
Completed hourly and daily reports
Provided outstanding service to store guests
Use of conflict management skills to resolve daily problems
Managed inventory of incoming shipments

EDUCATION

ILLINOIS CENTRAL COLLEGE, East Peoria, IL — Associate Degree in Drug and Alcohol Counselor Training Program

AUGUST 2019 - CURRENT

4.0 GPA

Entered Honors Program August 2020

Monmouth College, Monmouth, IL — *Bachelors Degree in Psychology*

SEPTEMBER 2004 - MAY 2008

3.2 GPA

Psychology Club, Speech Team