

KIMBERLY K. TWITCHELL

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Soldotna, AK 99669

SKILLS:

- Active Listening
- Great Customer Service
- Verbal Communication
- Self-Starter
- Alaska Driver's License
- Organizational
- Written Communication
- Confidentiality
- Attention to Detail
- MS Office Suite
- Cultural Competence
- Quick Learner
- Computer Literate
- Typing of 58+ WPM
- Office Equipment Operation
- Team Player

PROFESSIONAL EXPERIENCE:

Tribal Community Account Coordinator

Yupit Grant Services, Kasigluk, AK | 02/2024 – 08/2024

Acted as the primary point of contact for tribal community members regarding accounts, services, and programs. Maintained and updated member records in organizational databases. Coordinated communication between tribal members, internal teams, and external partners to resolve issues and provide support. Assisted in organizing community events. Prepared flyers and agendas for tribal offices to post for the community.

Case Management Support II – OB/GYN Dept.

Southcentral Foundation, Anchorage, AK | 04/2023 – 07/2023

Assisted OB/GYN case managers with patient follow-ups, care coordination, and scheduling appointments. Communicated with patients regarding prenatal, postpartum, and other OB/GYN care instructions. Coordinated referrals, lab results, and diagnostic testing with internal departments and external providers.

Medical Clerk – Radiology Dept.

Alaska Native Tribal Health Consortium, Anchorage, AK | 03/2022 – 10/2022

Greeted patients, verified identification, and ensured accurate registration for radiology procedures. Collected and updated patient information, insurance details, and medical histories in the electronic health record (EHR) system. Scheduled appointments, coordinated procedure logistics, and confirmed patient preparation requirements. Processed referrals, prior authorizations, and billing documentation in collaboration with coding and billing teams.

Medical Clerk – Cardiology Dept.

Alaska Native Tribal Health Consortium, Anchorage, AK | 08/2018 – 07/2020

Greeted patients and visitors, verified identification, and ensured accurate registration for cardiology appointments and procedures. Scheduled and coordinated patient appointments, follow-ups, and diagnostic testing (e.g., EKGs, echocardiograms). Communicated with patients and healthcare staff to clarify instructions, confirm appointments, and answer procedural questions.

Front Desk Clerk – Part time

Qupqugiaq Inn, Anchorage, AK | 04/2018 – 07/2018

Greeted, registered, and assigned rooms to guests of hotel. Contacted housekeeping or maintenance staff when guests report problems. Issued room keys and provided tour of common areas, bathrooms, shared kitchen, etc. Made and confirmed reservations. Verified customers' credit and establish how the customer will pay for the accommodation.

Receptionist

Donlin Gold, LLC, Anchorage, AK | 07/2016 – 10/2017

Greeted persons entering establishment, determined nature and purpose of visit, and directed or escorted them to specific destinations. Answered telephones, directed calls, and took messages. Processed and routed incoming mail, answered correspondence, and prepared outgoing mail. Ordered office supplies. Made travel arrangements for office personnel.

Shelter Manager, Shelter Advocate, Admin. Assistant, Childcare

Tundra Women's Coalition, Bethel, AK | 05/2005 – 10/2015

Coordinated all shelter services. Supervised shelter staff, ensuring proper coverage and quality client services. Facilitated client group dynamics and handled client conflicts, as necessary. Provide direct services to clients through crisis hotline, crisis counseling, individual case management, and preparation of protection orders.

Administrative Assistant – Immunization Dept.

Yukon-Kuskokwim Health Corporation, Bethel, AK | 04/2014 – 04/2015

Answered telephones and gave information to callers, took messages, and transferred calls to appropriate individuals. Created, maintained, and entered information into databases. Operated office equipment, such as fax machines, copiers, and phone systems and arranged for repairs when equipment malfunctions. Ordered and dispensed supplies.

Childcare Office Assistant

Cook Inlet Tribal Council, Inc., Anchorage, AK | 10/2012 – 03/2013

Greeted parents, guardians, and children; answered phones and responded to inquiries professionally. Assisted with filing, record keeping, and maintaining organized administrative systems. Prepared forms, schedules, and documents for staff, families, and childcare providers. Maintained office supplies, organized materials, and kept the reception area welcoming and tidy.

Administrative Support II (Administrative Support Trainee)

Southcentral Foundation, Anchorage, AK | 05/2009 – 10/2009

Learned medical & healthcare-specific fundamentals (medical terminology, front-desk procedures, customer service for clinical settings) to prepare for roles in a health-services environment. Shadowed and supported front-desk/administrative teams. Reviewed provider notes to ensure documentation was clear, complete, and ready for billing. Verified the diagnoses, procedure codes, and provider signatures were accurate before claims submission.

Cashier, Bagger – Grocery/Electronics Dept.

Alaska Commercial Co., Bethel, AK | 04/2009 – 06/2009

Greeted and assisted customers in both grocery and electronics departments with purchases, returns, and product questions. Operated cash registers accurately, processed various payment types, and balanced the till at the end of each shift. Ensured shelves near registers and displays were stocked, clean, and well-organized. Handled price checks, refunds, and exchanges according to store policy.

Cashier – Apparel Dept.

Alaska Commercial Co., Bethel, AK | 09/2008 – 02/2009

Greeted customers and assisted with purchases, returns, and exchanges. Operated the cash register, processed transactions accurately, and handled various payment methods. Kept the checkout area tidy and visually appealing. Assisted with fitting room organization and restocking apparel on the sales floor. Tagged, folded, and organized clothing to maintain store presentation standards.

Bagger/Cashier

Alaska Commercial Co., Bethel, AK | 03/2004 – 08/2004

Bagged groceries efficiently and safely, ensuring items are packed to prevent damage. Kept checkout lanes clean, stocked, and organized. Retrieved carts from parking areas and returned them to the store. Supported cashiers by keeping the checkout process running smoothly. Operated cash registers and handle transactions accurately (cash, credit, debit, EBT, etc.).

COMMUNITY INVOLVEMENT:

Volunteer Member - Teens Acting Against Violence (TAAV)

Tundra Women’s Coalition, Bethel, AK | 2003 – 2005

Participated in youth-led violence-prevention and healthy-relationship workshops. Supported community outreach events promoting safety, respect, and empowerment for peers. Collaborated with advocates to educate youth on topics like boundaries, communication, and self-advocacy.

EDUCATION:

Dates	Degree/Certificate	Institution	Location
07/2018	Certified Medical Administrative Assistant	HPOG - Cook Inlet Tribal Council, Inc.	Anchorage, AK
2016, 2007 - 2008	General Requirements	UAA	Anchorage, AK
2015	General Requirements	UAF – Kuskokwim Campus	Bethel, AK
2007	High School Diploma	Mt. Edgecumbe High School	Sitka, AK