

Alina Yurkiv

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EDUCATION

Kyiv National Economic University
Bachelor of Economics; Teacher of Economics
Masters of Bank Management; Teacher of Economics

Kyiv, Ukraine
Graduation Date: August 1998
Graduation Date: September 1999

SUMMARY OF QUALIFICATIONS

- Analytical thinking, managerial abilities, motivating leadership style in work, forecasting skills, good skills of own activities planning, independent decision-making in the problematic situations.
- Hard-working, responsible, assiduous, attentive, punctual, persistent, communicative, friendly, stress-resistant, and self-restrained.
- High attention to detail, ability to multi-task, strong communication skills, ability to identify and solve problems in a creative and effective manner, and a thorough understanding of the mortgage servicing industry.
- Implementing of the integrated banking system TEMENOS T24, the most technically advanced banking system in the world, within the bank credit block.
- Monitoring of banking products market; planning of product development and sales volumes based on marketing research; creating demand and stimulating sales of the implemented products; developing the concept of new products/services, their testing, preparation, documenting and realignment of the methodological documentation of the newly launched products; organizing workshops (consultations) and trainings with the relevant bank specialists; following-up the regulatory and legislative frame word as regards the launched products.
- Retail business in the regional division of the bank.

WORK EXPERIENCE

Billing Department Specialist, Magnolia Critical Care and Internal Medicine December 2012 – Present
Columbia, Missouri, United States of America

- Processing insurance and/or payment claims, including submission; following up and payment application in accordance with all department productivity and accuracy standards.
- Utilizing multiple internal and external computer programs and applications to process billing submissions and achieve prompt and optimum payment processing and deposit.
- Reviewing and analyzing billing edits, errors, and unpaid claims, and resolving within scope of authority.
- Analyzing and determining appropriate action to be taken on inquiries from patients and payers, and resolving within scope of authority.
- Analyzing and monitoring trends, problems pertaining to patient billing.
- Monitoring and evaluating patient accounts and referring delinquent accounts for collection; participating in collection activities.
- Verifying insurance coverage and conducting credit checks.
- Making arrangements for, and confirming, payments including financial assistance and self-pay payments.
- Interviewing patients or representatives to determine patient liability allowances, and type of financial assistance for which patient is eligible.
- Remaining knowledgeable of federal, state and payer billing regulations and conducting all activities within established regulatory requirements.

Head of the Department, UniCredit Bank, Head Office January 2006 – August 2012
Kyiv, Ukraine

- Developed and implemented the project in the credit block from the beginning to its applying as a part of the integrated banking system TEMENOS T24, the most technically advanced banking system in the world.
- Set the system tables and the task description for the local tables' formation.
- Established and formulated a Task description policy for the local developments in the problem solving area that are not systematically supported; implemented of same and tested thereof.
- Interacted with businesses, statement of requirements to the business, record-keeping and implementation.

- Supported methodologically of the local developments in the system.
- Established the T24 credit block on-screen versions, menus, requests, and system setting.
- Developed the case studies, such as detailed description of realization specifying all local developments with their specifications and examples in the system.

Achievements:

- Developed and implemented the project in the credit block from the beginning to its applying as a part of the integrated banking system T24 for the bank, the major international financial institution with strong roots in 22 European countries as well as representative offices in 27 other markets, with approximately 10,000 branches, over 168,000 employees.

Head of the Department, BIG Energy Bank
Kyiv, Ukraine

March 2003 – January 2005

- Developed and improved a number of bank products and services aiming to attract new customers of new types of banking services.
- Performed the development, analytical, and logistical work, such as product planning and presenting, rendering consultations and providing trainings for the relevant bank specialists.
- Studied the product lines of competitor banks.
- Interacted with the marketing and advertising department to perform ongoing monitoring of banking products and services market; analysed the banks' services demand and supply.
- Developed joint proposals with the marketing and advertising department with regard to the development of a set of high-quality banking services by way of more flexible utilization of the existing (available) bank instruments.
- Planning the development of banking products and sales volumes on the basis of marketing research.
- Analyzed and described a product line of the bank's products.
- Developed, documented and implemented technological cards of banking transactions of all the bank's departments and units.
- Researched, developed and streamlined intra-bank business processes.
- Improved the formats and methodologies of business processes description of the bank.

Achievements:

- Reviewed the bank's operations and developed a policy entitled "On the Bank's Operations", completed with the description of the Bank's product line and developed a formalized technological card of operations.
- Developed the technological operations cards and documented them with regard to all the Bank's operational departments and units.
- Developed new forms of deposit agreements and formulated the bank's operation policies and procedures.
- Invented various events for clients, such as lotteries and drawings; developed and implemented action aimed at improving the bank's image, strengthening its recognition and appreciation by customers.
- Developed and implemented successfully projects jointly with insurance companies and travel agencies.
- Implemented a credit financing policy for individual clients in the regional branch of the bank, developed an individual approach to client policy, including the development of relevant services and operations according to the needs of each client; organized an effective and well-coordinated work of the department.
- Carried out a new policy trainings for the bank employees.

LEADERSHIP EXPERIENCE

Head of Modeling and Analysis Department, UniCredit Bank
Kyiv, Ukraine

January 2006 – August 2012

- Worked with employees on alignment and development of the description of tasks with regard to credit products/operations.
- Drafted the Business System Review documents concerning its agreement with the business and the development of a manual for different users with the detailed step-by-step description of operations with the credit block.

Head of Banking Products and Services Department, BIG Energy Bank
Kyiv, Ukraine

March 2003 – January 2005

- Developed, documented and submitted proposals for approval by the bank's management bodies, including implementation of the policies (internal by-laws) regarding new banking products and services; agreements (both the internal policies and external commission contracts, agency agreements); amended the existing policies

(internal by-laws) aiming to more effective implementation of the bank's potential in terms of providing services to individual.

Head of Customer's Assistance Department, PrivatBank
Kyiv, Ukraine

February 2000 – March 2003

- Implemented the credit financing service for individuals in the regional branch of the bank.
- Developed the policy on individual approach to clients, including the development of relevant services and operations according to the needs of each client.
- Organized an effective and well-coordinated work of the department.
- Carried out a mentoring sessions and trainings for new seven employees.

VOLUNTEER EXPERIENCE

- European Forum Alpbach, Austria, August 2011.
- Philip C. Jessup International Law Moot Court Competition, Ukraine National Rounds, December – January 2010, December – January 2011, January – February 2012.
- Zinkiv City Kindergarten #2 May – September 1993.

COMPUTER SKILLS

- Microsoft Office: Word, Excel, PowerPoint, Outlook.
- Globus - Temenos 24 International Banking System.
- Flex Cube International Banking System.
- ActiTime Time Tracking Software.
- Lytec 2011 Medical Billing and Scheduling Software.

REFERENCES

Linda Messimer

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Tetyana Dovgan

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