

Deana L. Sullivan
3359 Hornsea Way, Sacramento, CA 95834
(916) 947-2089
DSullivanC21@gmail.com

Professional Experience:

2014–present *Placer County Health & Human Services*

Rocklin, CA

Eligibility Worker for Medical Continuing

- Prioritize and organize a number of case assignments
- Review, investigate and evaluate cases to determine Medi-Cal eligibility with accuracy.
- Communicate with customers, either by mail, phone or email, to obtain customers verifications for eligibility determinations.
- Work with a variety of data resources & systems to determine Medi-Cal eligibility. MEDS, TMT, Systems: SIRE, TMT, MEDS, MS Outlook, Covered California and CalWIN
- Knowledge of, and ongoing review of, Rules and Regulations, County policies and procedures for eligibility criteria for customers.
- Participate in all overtime offered. Assist supervisor(s) and upper management with special projects, shadowing new staff and assisting with the front Lobby, assisting customers who visit our office. Volunteer for Proctoring Civil exam

2002 – 2014 *Century 21 Select Real Estate*
Century 21 All Professional

Lincoln, CA
Sacramento, CA

Realtor

Assisted families and investors with their successful purchase and/or sale of real property.

- Collaborated with clients to determine their goals and time frames to properly assist them with available homes that were conducive to their financing terms.
- Coordinate appointments to show homes to prospective buyers.
- Consulted with clients' on current market conditions, prices, mortgages, legal requirements and related matters.
- Instructed clients of different strategies, negotiations and formalities to be fulfilled prior to during their open escrow.
- Presented residential properties to clients and explained their features.
- Facilitated buyers pre-purchase inspections such as pest control, home, pool, well, septic, and chimney.
- Coordinated buyers appraisal and any needed repair work to be completed before the close of escrow.
- Promoted sales of properties through advertisements, open houses, and social media.
- Calculated estimated closing costs, down payments, monthly payments and net profits.
- Prepared documents such as representation contracts, disclosures, purchase agreements, sales sheets and estimated net sheets.

- Provided close, personal client attention and tenacious follow-up to ensure that the best service was provided.
- Supported and evaluated clients' final closing procedures; for instance, property condition at closing, allocation of funds disbursed or monies due and final closing documents.
- Vocalized strong communication and interpersonal skills to establish and maintain rapport with clients, and all parties to the transaction.
- Utilized Microsoft Office products

2010 - 2011 Eskaton Senior Living

Roseville, CA

Wait staff

Provided excellent dining room service to assisted living residences while focusing on a nurturing, safe and clean environment.

- Practiced ServSafe Food Safety guidelines such as proper kitchen and personal sanitation, rotation of food inventory and monitored expiration dates of perishable foods.
- Ensured residences' safety by keeping the dining room aisles clear of walkers, wheelchairs or any other obstructions.
- Requested from residences their menu orders and assembled their meal selections in accordance to their dietary restrictions.
- Attentive to residences communicative, physical and/or mental challenges.
- Mentored newly hired staff regarding Eskaton's mission of valued customer service and proper sanitation.

Additional Information

Education:

1993 - 2003 Sierra College – Business Administration and Computer Information Systems

Emphasis of Courses Taken:

Financial Accounting 1, Introduction to Business, Business Law, Business Mathematics, Written Communications in Business, Interpersonal Communications, Intro to Computing, Applying Computer Software Applications, Windows Environment, Spreadsheets, Agricultural Business, Medical Terminology, Nutrition