

# DAENA BLAIR, MPA

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## PROFESSIONAL EXPERIENCE

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### *Gift Planning Coordinator*

4/2017 – Present (40 hours/week)

Kansas State University Foundation, Manhattan, KS

- Participate in developing, implementing and measuring program progress towards annual and long-range goals, objectives and strategies.
- Collaborate with Accounting, Compliance, and external legal counsel on developing procedures and reconciling budgets and executing the administration of over \$2 million in donor estates.
- Manage \$60,000 contract with third party marketing company to ensure cost efficiency for available resources.
- Led partnership with University partners to conduct a 2 day Continuing Education conference for 92 insurance agents and financial advisors; resulting in 30% increase in profit from 2017.
- Manage day-to-day activities for 5 development officers to include oversight of \$1 million departmental budget, reconciliation of monthly expense reports, and review of over 200 portfolio prospects contributing a \$15 million increase in fundraising activities from FY17.
- Develop and manage gift procurement process, resulting in reduced turnaround time by an average of 6 days in FY18.

### *Customer Service Specialist*

7/2016 – 12/2016 (40 hours/week)

Verizon Wireless, Columbia, SC

- Assessed and provided solutions for over 1,000 customers using troubleshooting and problem solving tools. Responded to questions and concerns about services, make requested policy and account changes, and escalate calls appropriately.
- Consulted with customers to evaluate needs, determine best options, counsel customers on options for change, upgrading service and additional service packages resulting in over \$50,000 profit.
- Focused on improving customer satisfaction through expert conflict resolution issues leading to 3 awards in top performance in customer satisfaction across 500 call center customer service specialists.

### *Credentialing Program Assistant GS-303-06*

7/2015 – 7/2016 (40 hours/week)

Department of Veteran Affairs, Seattle, WA

- Served as the technical expert for the credentialing & privileging of over 200 medical providers.
- Achieved compliance with accrediting and regulatory agencies to include Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Medical Staff Bylaws, and the Veterans Health Administration (VHA).
- Streamlined and maintained project management of the monitoring/tracking systems for medical personnel evaluations resulting in a 60% increase of compliance with JCAHO standards.

- Managed day to day operations to include attending and transcribing Medical Staff Committee Minutes, acting as a TMS administrator, and managing the program budget and Government Purchase Card (GPC) reconciliations.

***Intern***

9/2014 – 5/2015 (20 hours/week)

Washington Department of Health, Olympia, WA

- Reviewed and audited 100 contracted case management client charts to ensure compliance with Federal Ryan White Care Act funding requirements.
- Evaluated and reviewed over 75 early intervention program applications to determine eligibility and enrollment consistent with Federal Ryan White Care Act policy and regulation.
- Conducted data entry to record client specific information in the electronic processing HIV/AIDS Data System (HADS) to create and maintain accurate electronic client records.
- Communicated and collaborated in response to inquiries, issues and/or complaints with clients, case managers, pharmacies, and other relevant health agencies.

***211 Information & Referral Specialist***

9/2012 – 5/2015 (20 hours/week)

United Way of Pierce County, Tacoma, WA

- Assessed and provided appropriate referrals for clients with complex issues to include healthcare, housing, and other support needs in a 600/week volume call center.
- Performed administrative tasks to include, record keeping, data entry, preparing correspondence, answering multi line phones and emails, and follow-ups for quality assurance purposes.
- Determined eligibility and processed applications consistent with state policy and regulations for a \$33,000 Electronic Benefits Transfers (EBT) contract with the Department of Social and Human Services awarded contract in the amount of \$33,000.

***Healthcare Specialist***

8/2012 – 6/2014 (20 hours/month)

Washington Army National Guard, Seattle, WA

- Served as the medical section leader, responsible for the coordination and implementation of the medical emergency and routine evaluation and treatment for 100 National Guard Soldiers.
- Managed the control of medication and medical supplies valued at \$100,000.
- Supervised and counseled the professional development of 6 National Guard healthcare specialists.

***Healthcare Specialist***

6/2008 – 6/2012 (40 hours/week)

United States Army, Active Duty, Hawaii, WA

- Collaborated with civilian personnel, Physician Assistants, and medical specialists in the management of providing and evaluating patient care activities and related training programs for over 1,000 service members and dependents.
- Maintained HIPAA confidentiality, managed individual medical records, and provided written and oral reports on the medical readiness of 150 soldiers and dependents.
- Coordinated and facilitated medical training and certification in combat lifesaving courses for over 200 Kuwait and American soldiers during deployment supporting CENTCOM.

## **EDUCATION**

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### **Graduate Level**

Kansas State University - 01/2017 to 12/2018  
Degree: Master of Public Administration  
Semester Hours: 39/39

### **Undergraduate Level**

University of Washington – 09/2012 to 05/2015  
Degree: Bachelor of Arts, Public Policy  
Semester Hours: 120