

**Michelle Covert**  
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## **EDUCATION**

2004 Associates Degree in Business Management, Indiana Institute of Technology (12 credit hours remaining for Bachelors Degree – Business Management)

## **EMPLOYMENT**

### *2006 Present* **Public Affairs Program Asst and Community Relations Officer**

- Coordinated media appearances and press conferences for top level Veterans Affairs Leadership.
- Contributed to the development of Department of Veterans Affairs related promotional and education materials for mass distribution through local and national media outlets.  
Responsible for the execution of Veterans Affairs communication, public affairs and community outreach plans.
- Serve as the project officer for the Chalmers P. Wylie's Community Based Outpatient Clinic's veterans outreach and Global War on Terrorism seamless transition outreach efforts.
- Manage the Operation Welcome Home Warrior team ([www.welcomehomewarrior.org](http://www.welcomehomewarrior.org))
- Create and disseminate media advisories, which led to positive media coverage of special events.
- Represent the Department of Veterans Affairs as a spokesperson
- Collaborate with Veteran Service Organizations, congressional offices, Ohio Governor's Office on Veterans Affairs, and Ohio County Veterans Service Commission Offices to develop and support special events benefiting veterans.

### *2004-2006.* **Medical Administrative Assistant, Marion CBOC (Columbus VA Medical Center) 0303, GS-06, \$34.488 USD per year**

- Responsible for all Administrative duties incident to the eligibility determination of applicants for medical benefits and entitlement for hospitalization and outpatient treatment.
- Make decisions as to entitlement for treatment and allied benefits
- Advise and assist veterans and beneficiaries who came to the CBOC
- Support staff by serving as the key contact for veterans and beneficiaries seeking medical care, experiencing problems, or requesting information
- Process Means Test in accordance with existing guidelines
- Interview patients to ascertain significant areas of patient concern and/or interpreted clinic policy and procedures

- Handle telephone calls concerning the release of information or follow up regarding correspondence.  
Explain the correct method of requesting such information
- Make replies, exchange information, clarified instructions, and explained eligibility requirements by personal contact, telephone or letter to veterans, their representatives, service officers, other agencies, physicians, and attorneys
- Pull HINQs for eligibility data
- Transfer (PDX) veterans from other VA Facilities
- Schedule/cancel appointments
- File medical records

- **VAOPC-Columbus Operating Enduring Freedom and Iraqi Freedom/Global War on Terrorism Community Affairs/Outreach Officer (Collateral Duty).** Responsible for preparing for and facilitating benefits workshops targeting veterans, Veterans Service Organizations. Conducting marketing research to conduct market and trend analysis. Preparing traditional and interactive promotional and educational materials. Assisting with veteran education blitz using telephone, mail, and face to face interactive means. Plan and take part in special events. Assist in preparing media advisories and supporting media relation activities, Training Veteran Service Officers in VA Health Eligibility Policies and Procedures

2003-2004

***Medical Administrative Assistant, Marion CBOC (Dayton VA Outpatient Clinic) 0303, GS-05, \$29,978 USD per year***

- Responsible for all Administrative duties incident to the eligibility determination of applicants for medical benefits and entitlement for hospitalization, outpatient treatment and prosthetic devices and making decisions as to entitlement for treatment and allied benefits
- Advised and assisted veterans and beneficiaries who came to the CBOC
- Supported staff by serving as the key contact for veterans and beneficiaries seeking medical care, experiencing problems, or requesting information
- Processed Means Test in accordance with existing guidelines. Interviewed patients to ascertain significant areas of patient concern and/or interpret clinic policy and procedures
- Handled telephone calls concerning the release of information or follow up regarding correspondence. Explained the correct method of requesting such information
- Made replies, exchanged information, clarified instructions, and explained eligibility requirements by personal contact, telephone or letter to veterans, their representatives, service officers, other agencies, physicians, and attorneys
- Pulled HINQs for eligibility data
- Transferred (PDX) veterans from other VA Facilities
- Scheduled/canceled appointments
- File medical records
- CBOC Community Relations Officer
- Safety Officer for the CBOC
- Timekeeper for the CBOC

2000-2003

***Office Assistant 3, Department of Youth Services (State of Ohio)***

- Responsible for producing a wide range of complex, technical typed documents from rough written copy or oral instructions requiring a working knowledge of treatment, legal, psychological, psychiatric terminology to include the collection and analyzing of complex data to incorporate into typed reports
- Assisted Data Manager with creating and maintaining files in the Department data base

- Assisted Training Officer with documentation of staff training using Excel and preparation of training materials using PowerPoint
- Assisted Superintendent with weekly inspection reports
- Assisted Superintendent with Community Relations during Emergency Response Operations and Lock Downs, to include contact with the media, law enforcement and other outside sources.
- Safety Committee Member
- Assistant Safety Officer
- Kept record of budget monies spent by amount and category

1999-2000

***Claim Coordinator, Midland Service Agency***

- Processing medical claims
- Handled all customer relations issues to include current and potential clients
- Responsible for all Marketing/Advertising to include development of brochures, flyers and letters
- Responsible for multi -million dollar account
- Records Management

1997-1998

***Office Manager, Coffee Laboratories***

- Maintained all documentation of staff training using Excel and preparation of training materials using PowerPoint
- Responsible for all Marketing/Advertising to include development of brochures, flyers and letters
- Responsible for producing a wide range of complex, technical typed documents from rough written copy or oral instructions to include the collection and analyzing of data to incorporate into typed reports
- Records management

1993-1994

***Management Assistant, US Army Environmental Hygiene Agency (Federal Government) 0344, GS-06, \$21,805 USD per year***

- Lead Liaison between US Army Joint Services Environmental Support Group and the US Army Environmental Hygiene Agency pertaining to the Desert Storm troop movement data base
- Revised Kuwait and Saudi ground based air concentration data sets into Lotus spreadsheet tables to be incorporated into the health risk assessment calculations.
- Generated time series pollutant concentration plots, using Harvard Graphics, for inclusion in the final health risk assessment report
- Manually digitized both model plume and satellite plume boundaries and produced plots of images.
- Briefed the Senators at the Pentagon on status of project
- Held Secret Clearance

- 1991-1992      **Secretary, Research & Development Center (Federal Government)**  
**0318, GS-05, \$18671 USD per year**
- Secretary to the Chief, Camouflage Research Team and 12 Engineers
  - Responsible for producing a wide range of complex, technical typed documents from rough written copy or oral instructions to include the collection and analyzing of complex data to incorporate into typed reports
  - Received incoming distribution and responded to routine request for information from outside sources
  - Screened material for suspense and grammatical correctness
  - Established and maintained subject matter files
  - Held Secret Clearance
- 1990-1991      **Secretary, Family Support Division (Federal Government)**
- Served as the Secretary to the Chief Family Support Division
  - Responsible for producing a wide range of complex, technical typed documents from rough written copy or oral instructions
  - Received phone calls
  - Established and maintained files
- 1989-1990      **Voucher Examiner, 13<sup>th</sup> Finance Group (Federal Government)**
- Reviewed travel expense vouchers to include Temporary Loading Allowance claims
  - Used rate charts to check correctness of facts and obtained receipts or made corrections by phone or through correspondence
  - Computed and checked per diem, reimbursable expenses, travel allowances and other amounts involved in processing advances and request for reimbursement
- 1980-1984      **Data Communications, US ARMY-Top Secret Clearance**

## **OTHER QUALIFICATIONS**

Battalion Photographer-US Army (1981-1984), 2000 Ohio Criminal Gang Intelligence Conference, Ohio Civil Service Typing Test-65wmp (2000), Administrative Assistants Conference (2001), VA Health Eligibility Training-4 weeks (2003), Ten years of public relations experience. Strong background in marketing, promotion, community affairs, and media relations. Experienced with Digital Photography and Video. Knowledge of a vast number of computer applications (office productivity, desktop publishing, interactive multimedia, photo and video editing) Board member for the Governor's Office of Veterans Affairs Women Veterans Advisory Board and member of the Army/Navy Union Post 173.