

RESUME & EMPLOYMENT APPLICATION FRAUD

- 1) A review of Machos' attached resume will show she claimed a Bachelor of Science degree from the University of Texas in Austin
- 2) The attached academic certification for Donna Kaye Fussner, supplied by the office of the Vice President and Chief Financial Officer of the University of Texas will show that Machos was only enrolled in the school for one quarter. Records show she neither paid for that quarter nor attended classes for more than several weeks.
- 3) An exhaustive search of every other community, state and land grant college or university within the State of Texas reflects no further attendance at any level by Donna Kaye Fussner Machos
- 4) A cursory check with past employers also reflected significant overstatements or duplicitous information regarding job titles and responsibilities

DONNA MACHOS
P.O.BOX [REDACTED], VANCOUVER, WA 98687
PHONE (360) 772-3619
EMAIL:donna@[REDACTED]

OBJECTIVE To obtain position in the medical industry that will enable me to utilize my extensive knowledge of business in a sales/marketing role. Working within a positive and progressive company where I am encouraged to exceed my potentials and obtain my desired goals.

EDUCATION

University of Texas at Austin, Bachelor of Science, Marketing

PROFESSIONAL EXPERIENCE

Medical Clinic Manager 09/2005 – Present

Clinic manager for growing Physical Therapy Clinic in Portland, OR. Manage all operational aspects of the office; manage 18-20 employees at various locations. Personnel: Hiring/Firing, reviews, training and development. Staff meetings, policy updates. Accounting: Payroll, Accounts receivable/payable. Balancing and maintaining bank accounts, collections, data processing, reports to owners. Marketing: Scheduling meetings with area doctors, co-coordinating schedules, trade shows, satellite locations, Industrial accounts IT: Back up systems and training. OSHA: Train new employees, safety committee, updates Insurance: All credentialing for Physical Therapist, Contracting with all PPO, HMO, Insurances, Fee schedules

PIER 1 KIDS/ PIER 1 04/2003 - 08/2005

Customer Relations/Toll Free Manager

Manage all customer relations departments to develop and implement proactive business solutions, through systems and processes, to support stores and improve the integrity and efficiencies of on-time and accurate order fulfillment. Oversee and manage all operations related to order scheduling, inspection request, preparation of distribution picking reports, load documentation/ carrier communications, on-time delivery to stores/customers, returns and freight bill audit/payment. Interacting daily with stores department merchandising and supply chain to identify and resolve all customer and/or store concerns regarding product or services. Establishing customer service standards for stores order fulfillment and specialty business. Collect performance data, measure and communicate results. Providing coaching and training to develop associates and management in all aspects of customer relations and service issues

resolutions. Identify cost saving opportunities with transportation expenditure and procedural efficiencies through elimination of non-value added processes to improve system automation Highly instrumental in development of operational manual for existing/new open stores in all regards to customer relations/service.

Manager Commercial Sales

Strategize and created business plans to potentially ensure Commercial sales department meet or exceed companies' goals and expectations. Provided redirection to sales representatives to assist them in achieving company goals in sales, profit and expenses. Participated in commercial sales through local and national conferences. Inspected and assessed merchandise presentation, business plan and overall performance. Effectively communicated company direction, expectations, and goals to contract department through staff meetings, written memos and through individual private conversations. Examination of departments ability to operate efficiently and cost effectively by monitoring landed/sell cost, profit margin, payroll expense, merchandise and fabric order and delivery, safety cultures and awareness, profit/risk assessment. Ensured department provided customer service and satisfaction to company standards. Identified critical information to company that would contribute to overall gross profit. Superior problem solving skills combined with knowledge of people management. Proven ability to learn and assess situations and people. Managed contract department consisting of a six member team.

Pacific Pulmonary Services/Med-Mart 08/2001 - 04/2003 Sales/Marketing-Patient Care Coordinator

Highly instrumental in opening the Fort Worth branch for this home oxygen and respiratory medications company. Demonstrated the necessary skills in hiring and training potential sales/customer service reps, and RETs for newest and upcoming centers in Texas. Dynamic, adaptable and quality driven business development/operations/sales management. Professional with diversified talents to accomplish goals, attracts and develops team members, and insures growth. Proven ability increasing revenues and profits, managing multiple programs and functions. Highly developed communication skills necessary in obtaining potential clients interest in product and care of existing patients. Relying on negotiation skills, analytical and interpersonal skills.

Medical Pathways 01/2000 - 08/2001

Provider Relations Representative

Extensive knowledge of managed care delivery systems, claims payment systems, employer health benefits, and CPT/ICD-9 codes as is generally acquired by 3 -5 years experience. Extensive knowledge of marketing, public relations and/or health care. Excellent written and verbal communication skills and interpersonal skills. Developing and maintaining relationships with 350 plus physicians, hospitals. Contracted with IPA to maintain managed care delivery programs, utilization management and claims. Instrumental in writing contracts and implementing with new positions.

Dr. Gregory Phillips 03/1996 - 12/1999

Office Manager/Medical Assistant

Coordinator and liaison between patients and insurance companies regarding referrals, pre-certification and hospitalization. Triage needs of patients. Worked with physician and pharmaceutical representatives with the distribution and education of medications with the patient. Training and orientation of new employees. OBJECTIVE to obtain position in the medical industry that will enable me to utilize my extensive knowledge of business in a sales/marketing role. Working within a positive and progressive company where I am encouraged to exceed my potentials and obtain my desired goals.

COMMUNITY ACTIVITIES

Years of volunteer work at Women's Haven of Fort Worth working with battered women and children. Instrumental in the process of healing and resuming a functional life within the work place. Provided guidance and direction to incoming clients scheduling volunteers and assigning their activities. Providing clerical and organizational support. Three years as volunteer and counselor to the Ann Simon Reeves Pediatric Aids Facility. Counseled and educated AIDS victims and families on acceptance, administration of safety techniques, medications, and the grief process. Four years experience as board member of a non-profit organization. Implementing fund raisers, chairing fund raising committees, raising more than \$50,000. Served term as treasure on the board of PTO managing funds exceeding \$50,000, distribution, record keeping, and presentation of reports.

SKILLS

Organizing, public speaking, planning, leading, facilitating, delegating, supervising and training. Computer skills consisting of Excel, PowerPoint, Word and Access.

THE UNIVERSITY OF TEXAS AT AUSTIN

OFFICE OF THE REGISTRAR, PO BOX 7216, AUSTIN, TX 78713-7216, (512)475-7540

OFFICIAL CERTIFICATION

FIGE CODE: 3658

AN ACADEMIC CERTIFICATION FOR:

FUSSNER, DONNA KAYE

DOB: 10/02/1955

CERTIFICATION DATE

10/13/2009

ISSUED TO THE OFFICE OF THE VP AND CFO

AS OF THE ABOVE CERTIFICATION DATE, WE HEREBY PROVIDE AND CERTIFY
THE FOLLOWING ACADEMIC RECORD INFORMATION:

DATES OF ATTENDANCE AT THE UNIVERSITY OF TEXAS AT AUSTIN:

FALL 1973

9/5/1973 TO 12/21/1973

THIS CERTIFICATION IS VALID ONLY WHEN IT BEARS THE IMPRINTED SEAL
OF THE UNIVERSITY OF TEXAS AT AUSTIN AND THE SIGNATURE, IN BLUE,
OF THE REGISTRAR, SHELBY STANFIELD.

THIS CERTIFICATION ENDS WITH THIS LINE.