

## **OBJECTIVE**

Seeking a challenging role where I can utilize my extensive experience and demonstrated expertise in time management, organization, and process improvement to contribute to the optimization and enhancement of operational efficiency within diverse environments. My goal is to leverage my skills to support team success and deliver consistently high-quality results while maintaining a dependable schedule.

## **TECHNICAL / COMPUTER SKILLS**

### **Certified:**

Node.js, Yarn, React, Bootstrap, HTML, CSS, Javascript( vanilla), Sass, Scss, JSON, Github, Git-Bash, VSCode, Postman, Express.js, MongoDB, Jira, Confluence, Android Studio, Supabase, PowerBI, PostgreSQL Server and pgAdmin

### **Worked:**

Slack, Notepad, MoodleMobile, MicrosoftOfficeOpenOffice3.3, GoogleMaps, Google Docs/Drive, Lotus, Notes, AdobePhotoshop, Gimp 2.8, Autodesk, Salesforce, Windows 10, DocuShare, Chrome, Basic Python, Zoom, Workday, Airtable, Snipit, Canvas, SAP Ariba, Wix, Wordpress, Notepad, Actimize

## **PROFESSIONAL EXPERIENCE**

### **AIS (Application Implementation Specialist) – work from home**

#### **Prime Therapeutics – Insight Global**

03/2024 - Present

- Spearheaded the successful design and implementation of multiple new benefit plans within the RxClaim system, ensuring efficient claims processing for over [80] clients.
- Actively managed and processed pharmacy benefit updates from Blue Cross Blue Shield, contributing to seamless integration of new policies.
- Streamlined benefit plan coding processes in RxClaim, reducing errors and improving claims processing accuracy by [10]%.
- Led the implementation of benefit plan changes, improving system functionality and adapting to evolving client needs with a [5]% increase in processing speed.
- Proactively resolved coding and claims processing issues, leading to a [5]% improvement in system accuracy and efficiency.
- Executed detailed system testing, ensuring high performance and accuracy of system capabilities, reducing post-launch issues by [10]%.
- Provided expert-level support for Benefit Edit Tool (BET) submissions, enhancing client satisfaction by resolving [8]% of submissions on the first attempt.
- Automated benefit plan processes using advanced Excel macros, cutting manual input

time by [2]% and streamlining bulk entries.

- Collaborated cross-functionally with IT and other departments to enhance system processes, contributing to a [5]% reduction in errors.
- Analyzed reports and queries to validate plan builds, identifying discrepancies early and maintaining a [10]% accuracy rate across all benefit plans.

## **Freelancer – work from home**

### **Remotask**

01/2024 - 03/2024

- Transformed raw data into actionable insights by meticulously labeling and analyzing complex datasets, enabling data-driven decision-making and the development of impactful business strategies.
- Implemented a comprehensive labeling system that improved model accuracy by [6]% across diverse AI projects, ensuring precise data handling and aligning outputs with key business objectives.
- Selected and optimized prompts for AI-generated imagery, improving the accuracy and relevance of analysis by [10]%, driving better alignment between user requirements and business goals.

## **Data Manager - Contract- work from home**

### **Disys – Block Inc**

06/2023- 9/2023

- Led the development of comprehensive data management policies and protocols, fostering a culture of data integrity that significantly improved data accuracy and reliability across the organization.
- Implemented rigorous data validation procedures, reducing errors and improving information accuracy by [50]% while ensuring data completeness for critical decision-making.
- Developed and executed custom JavaScript scripts for mail and data merging across Google Sheets, Google Docs, and Gmail platforms, enhancing operational efficiency and training team members to leverage these automations effectively.
- Proficiently managed data operations within platforms like Workday, Airtable, and Google Sheets, maintaining [100]% accuracy and optimizing daily data processing workflows.
- Established standardized data-sharing protocols for upper management and external partners, providing ongoing support to team members, which improved the efficiency of cross-departmental collaboration by [50]%.
- Extracted and analyzed key report data, identifying and resolving data-related issues proactively, and using tools like Snip It to clearly communicate findings and solutions.

Optimized database management processes, efficiently organizing and maintaining large volumes of data, which improved accessibility and reduced retrieval time by [65]%.

## **Service Delivery Coordinator / Technical Support - Contract - hybrid**

### **Disys - US Bank**

12/2022- 05/2023

- Served as the Single Point of Contact (SPOC) for onboarding, equipment provisioning, and training coordination, ensuring seamless integration of new team members, which reduced onboarding time by [40]% and improved team readiness.
- Leveraged advanced Excel functions (Pivot Tables, Pivot Charts, VLookup) to produce highly detailed and insightful reports, enhancing data clarity and improving stakeholder decision-making by [100]%.
- Ensured program compliance by consolidating and managing project documentation (Project Trackers, Daily Performance, and Weekly Reports), improving report accuracy and timely dissemination to stakeholders, enhancing project oversight by [40]%.
- Collaborated with Quality Assurance (QA) teams to assess evidence packages for pre-testing review, ensuring adherence to quality standards and regulatory requirements, resulting in a [100]% reduction in compliance issues.
- Conducted in-depth fraud case research using platforms like Actimize, LEAP, SharePoint, and Hogan, contributing to the development of fraud prevention strategies that improved detection rates by [20]%.

## **Customer Service Specialist**

### **Ability Go**

9/2022-12/2022

- Established efficient communication channels, fostering transparent and timely exchanges of critical information between supervisors and colleagues, which enhanced team collaboration and supported more informed decision-making.
- Streamlined data management processes by proficiently compiling, categorizing, and verifying information using Jabber, ensuring the accuracy and efficiency of data handling across projects.
- Managed up to 12 simultaneous sessions across multiple software systems, showcasing strong multitasking skills and improving the speed and efficiency of data retrieval and documentation in Salesforce.
- Resolved customer concerns and disputes through proactive problem-solving, successfully fostering positive client relationships and maintaining high levels of customer satisfaction and trust.

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## **Processing Coordinator- Lead - Contract**

Insight Global- Mood Media

12/2019-3/2020

- Implemented standardized processes across operations, creating a culture of consistency that minimized errors and promoted uniformity in project outcomes, improving overall operational efficiency.
- Supervised, trained, and mentored new hires, equipping them with the knowledge and skills needed to navigate internal systems and external platforms, ensuring a smooth integration into the team and enhancing their productivity.
- Optimized daily workflow efficiency by leveraging Oracle and Service Cloud platforms for seamless task distribution and management, improving team coordination and task completion rates.
- Maintained comprehensive technical travel logs using Excel, ensuring accurate documentation and easy access to essential records, streamlining processes for future reference and audits.
- Exhibited strong project management skills by successfully managing multiple projects simultaneously, meeting tight deadlines, and ensuring high-quality outcomes even under pressure.
- Proficient in database management, effectively utilizing database systems to manage, organize, and manipulate large datasets, supporting data-driven decision-making and operational success.

## **Processing Coordinator - Contract**

Talent Bridge- Wells Fargo

1/2019-12/2019

- Led the implementation of strict confidentiality protocols, safeguarding sensitive customer data and reinforcing trust among stakeholders by ensuring the highest standards of data integrity.
- Maintained accurate and up-to-date customer records using Contact Manager, facilitating seamless customer interactions and ensuring that data was readily accessible for informed decision-making.
- Provided timely technical support by troubleshooting and resolving issues with office technology, including printers and fax machines, minimizing disruptions and maintaining workflow continuity.
- Streamlined transaction processes by utilizing Fusion and RSC platforms to access and send customer statements upon request, contributing to smooth operations and enhancing overall customer satisfaction.
- Effectively managed multiple tasks through strong time management skills, consistently meeting deadlines and ensuring the smooth progression of daily operations.

## Loan Document Specialist III - Contact

Wells Fargo

2016 -2017

- Masterfully navigated loans through the foreclosure process by directing attorneys that the proper channels had been contacted by using LAM and FAM
- Investigated that loan and foreclosure documentation was appropriately delivered to attorneys
- Efficiently managed the migration of legal documentation from ICMP (Imaging and Content Management Platform

## EDUCATION

Grand Circus

02/2024-03/2024

Major: Basic Analytics

- **Certified in:** Supabase, powerBI, PostgreSQL Server and pgAdmin

Nucamp Coding Bootcamp

10/2020-11/2020

Major: Full Stack Development

- **Certified in Languages:** CSS, HTML, and JavaScript (vanilla) **Frameworks:** Bootstrap, Express.js, and React Native **Libraries:** React MongoDB, Node.js

Pace University 3/2011 – 1/2012

Major: Information Technology      New York, NY

- Program provides hands-on skills development, Pace University credits, and earned **22 college credits**
- Recipient of the *Strive to Learn Award*, Module 1

George Washington High School 10/2006-5/2010

High School Diploma