

# Avril O'Keefe

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## EXPERIENCE

07/2018 – present

### MACGYVER GROUP

San Francisco, CA

#### *Senior Advocate*

- Mathematical skills with proficiency in preparing and analyzing reports using Excel
- Experience with healthcare insurance programs and reimbursement methodologies for facility and professional claims
- Experience with Medicare, Medicaid and Commercial healthcare regulations
- Knowledge of Power MHS
- Experience building and managing business models, defining customer and market segmentation, and setting product pricing
- Demonstrated track record of defining and launching products/services
- Experience constructing and managing sales demand-generation programs
- Track record of turning ambiguous ideas into products and delivering novel cloud services
- Experience bringing new managed service products to market
- Experience working at or closely with enterprise software startup companies

01/2014 – 05/2018

### EMARD-KLING

San Francisco, CA

#### *Senior Advocate*

- Hands on experience with mobile or web application development stacks, , at least one of Android (Java or Kotlin), Flutter (Dart), Vue.js, Svelte
- Experience building a developer community
- Experience in contributing or building Open Source projects
- Hands on experience with cloud back end platforms
- Experience creating and editing high quality coding video tutorials
- Experience writing technical blog posts, tutorials, and documentation
- Knowledge of at least two major programming languages - Ruby, C#, Java, PHP, Go, Rust or Node
- Strong databases skills (SQL or NoSQL)
- Adjusters &/or Brokers license
- Multi-line brokerage or carrier claims experience with a heavy emphasis on 1st party property claims

## EDUCATION

### UNIVERSITY OF MISSOURI–COLUMBIA

Bachelor's in Psychology

## SKILLS

- Partner with clients on ongoing basis to help them understand their cloud spend and optimize it based on their unique needs
- Thrives working within a high pace environment
- Superior prioritization and organizational skills
- Excellent communication skills and proven stakeholder management
- Customer centric approach to problem resolution and proven results
- Proctoring experience with training classes
- Expertise with policies, procedures relative to the site designated skill groups
- Strong results on call ownership & client satisfaction
- Thorough understanding of insurance contract provisions, administrative policies and procedures