

Avril O'Keefe

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EXPERIENCE	MACGYVER GROUP	San Francisco, CA
07/2018 – present	<i>Senior Advocate</i> <ul style="list-style-type: none">• 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 <i>Senior Advocate</i> <ul style="list-style-type: none">• 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	San Francisco, CA
EDUCATION	UNIVERSITY OF MISSOURI-COLUMBIA	Bachelor's in Psychology
SKILLS	<ul style="list-style-type: none">• 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	