Tiffany McLean
Software Engineer
Lawrenceville, GA 30044

917-291-2389
tamclean324@gmail.com
www.needleinastack.dev
GitHub
Connect on LinkedIn

EXPERIENCE

Kenzie Academy -- Indianapolis, IN
Student Coach (Remote)   *Sep 2019 – Present*
- Aid students with troubleshooting, debugging, and solving complex programming problems
- Identify steps to assist students who are not currently passing achieve a grade of at least 80%
- Assist with whiteboard assessments

Mount Sinai Hospital – New York, NY
Credentials Coordinator   *Feb 2018 – Sep 18*
- Coordinated the credentialing and re-credentialing process for the Medical Staff and Allied Health
- Ensured requests for privileges were in compliance with the department's delineation of privileges criteria
- Served as an operational resource for internal team members for expedited problem identification and resolution, provision of credentialing-specific updates, and team interactions and deadline
- Reduced the turnaround time for recredentialing by overhauling the legacy filing system which resulted in a 50% increase in productivity

Sutherland Cloud Source – Rochester, NY
Advance Service Representative (Remote)   *May 2015 – Feb 2016*
- Fielded inbound calls regarding billing and technical issues
- Accessed customer databases, knowledge resources, and technical applications to perform root cause analysis.
- Verified that requests for privileges were in compliance with the department's delineation of privileges criteria
- Upsold 30% of the customers that wanted to cancel service due to pricing

Memorial Sloan Kettering Cancer Center – New York, NY
Session Assistant   *June 2010 – Jan 2014*
Physician's Office Assistant   *Jul 2015 – Apr 2017*
- Coordinated appointments with internal and external physicians for procedures, consults, and treatments
- Handled travel itineraries and processed travel expense reports
- Maintained the physicians academic calendars
- Trained onboarding staff
- Surgical billing
- Reduced wait time for treatments by 40% which resulted in an 75% increase in patient satisfaction

EDUCATION

Kenzie Academy – Indianapolis, IN   *July 2020*
Full Stack Engineer
Colorado Technical University – Colorado Springs, CO   *December 2009*
Bachelor of Science in Business Administration Management

ADDITIONAL

Frontend: JavaScript, React, Redux, HTML, CSS3, Material UI, Semantic UI, Bootstrap
Backend: Python, Django, Express.js
Other Frameworks: Node.js, Express.js
Systems: Unix/Linux and Mac OS
Version Control: Git and GitFlow
Software: IDX-tend, EPIC, Outlook, Internet Search, Mckesson PHS, Cerner, Cadence, The Network Connection, Netexchange Pro, Client Service System (CSS), Morningstar, OneFacility, Mozilla, MLS, MAC, and Network Illustration.