

Autumn Ossello

Fortuna, CA 95540 • 707.234.7337 • aut.ossello@gmail.com

EDUCATION

Bachelor of Science, Computer Science

CALIFORNIA POLYTECHNIC STATE UNIVERSITY HUMBOLDT (*Magna Cum Laude*)

May 2022

Arcata, CA

Pertinent Coursework:

Speech Communications • Computer Security • Personal Financial Management • Machine Learning

Technology Knowledge:

Microsoft Suite, GSuite, Adobe Photoshop, C++, C#, Java, Web Development Languages, Relational Databases

PROFESSIONAL EXPERIENCE

HUMBOLDT INDEPENDENT PRACTICE ASSOCIATION

April 2023 - Current

CUSTOMER SERVICE REPRESENTATIVE

Eureka, CA

- Modernized employee resources alongside company upgrade to Microsoft 365, improving workflow of my position and those working on the same processes
- Explained health insurance policies to members and providers such as those relating to managed care, claims processing, credentialing, benefits and eligibility, and utilization management
- Facilitated authorization processing, including determining medical necessity per medical guidelines for services such as CPAP devices and supplies, assisting RNs and MD in obtaining information, and processing every authorization decision through logging and notifying the providers and member
- Processed benefit changes for Blue Lake Rancheria's self-funded health plan, working with their benefits coordinator as necessary
- Directed all incoming faxes, entered any new authorization requests and claim appeals, and routed any additional information to its respective authorization or appeal
- Processed all incoming snail mail, entering any appeals, tracking received checks, and directing each to its relevant departments
- Coordinated with health plans Blue Shield and Anthem to provide all information received for appeals and grievances while maintaining privacy per HIPAA

INDEPENDENT SOFTWARE DEVELOPMENT

March 2020 - April 2023

FULL-STACK DEVELOPER

Fortuna, CA

- Two active projects in development: my portfolio website to showcase my resume and web development knowledge, and Imitatio, a life simulation game (my stretch project)
- Ensure projects meet official accessibility standards without compromising functionality or appearance
- Utilizes PERT and GANTT charts to formally construct development timeline for various projects
- Uses software development principles to formally organize my design documentation
- Keep up to date with up and coming technology and software development techniques

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CAPSTONE PROJECT

October 2021- December 2021

SPACECAT FRONT END DEVELOPER

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- Conducted regular meetings with client to discuss progress and reevaluate client needs
- Applied agile software development techniques to work efficiently as a team and meet deadlines

HSU RETENTION THROUGH ACADEMIC MENTORING PROGRAM (RAMP)

February 2020-May 2021

ACADEMIC MENTOR

Arcata, CA

Place Based Learning Community: Representing Realities

- Worked with the Computer Science department faculty at HSU to provide academic mentoring to first-year CS and MATH students
- Prepared agendas and talking points for monthly one-on-one Zoom meetings with 20+ students
- Met with leads and staff weekly to discuss cases and share ideas
- Composed professional advising notes for faculty advisors following meetings, while maintaining the privacy of mentees
- Helped new students demonstrate a basic understanding of university policies and the resources that the university has to offer, and develop strong communication and time management skills

BLUE BOUTIQUE

July 2017-October 2017

BOUTIQUE SALES ASSOCIATE

Mendocino, CA

- Processed incoming retail shipments for the entire store and managed backroom stock
- Maintained extensive knowledge of brand details and merchandise locations
- Demonstrated excellent customer service in helping customers find the right merchandise
- Managed the register and handled daily monetary intake
- Organized appearance of boutique and maintained a clean environment

MACCALLUM HOUSE HOTEL AND RESTAURANT

November 2015-September 2016

BUSSER

Mendocino, CA

- Effectively communicated with and assisted owner, servers and chefs
- Provided professional and attentive service
- Maintained positive relationships with co-workers in fast-paced environment