Betsy Hollis

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Objective:
Determined and creative Software Developer looking to utilize eagerness to learn, passion for coding, and problem solving to transition into tech industry.

Education:
- **Eleven Fifty Academy, Software Development Immersive Learning Program, Indianapolis, IN, December 2020**
    12-week immersive learning program for Software Development taught with industry-guided curriculum, real-world   project-based learning, and 500+ hours of logged coding time and training.
- **Cedarville University, Nursing, Cedarville, Ohio, May 1996**

Competencies & Functional Skills:
Problem solving, troubleshooting, creativity, visual communication, customer service, critical observation and thinking, organization, Agile methodology, portfolio development, addressing and resolving business challenges

Technical Skills:
Languages: C#, ASP.NET, API development, HTTP methods, MVC, pair programming
Testing Tools: Rational Clear Quest, Mercury Tools, Unit Testing
Databases: SQL Server, relational databases
Operating Systems: Windows 10
Office tools: MS Office (Word, Excel, Access, Power Point, Outlook)
Web Technologies: HTML, CSS, APIs, stateless components, session validation, responsive web design

Highlights of Qualifications:
- Excellent ability to self-teach with a drive to learn and succeed
- High ability to problem solve and analyze information
- Thorough and resourceful in the completion of projects with an ability to multitask and meet strict deadlines
- Highly trustworthy, ethical, and discreet; committed to superior customer service and value
- Dedicated individual, achieving a reputation for consistently going beyond what is required
- Proven ability to collect, consolidate, organize and prioritize business needs

Professional Experience:

EMPIRE TODAY: Manager – Commercial Lead Manager (laid off due to pandemic)
October 2019 – July 2020
- Managed 97 commercial sales reps in 14 offices across 6 states
- Created and analyzed sales dashboards
- Resolved problems with customers
- Held weekly sales meeting with reps
- Maintained relationship with Mill reps
- Developed policies and procedures to help reps
- Interviewed potential reps and managers
- Trained new reps and managers
- Provided weekly training for existing reps
- Created quotes for custom jobs
- Approved custom pricing
- Responsible for each commercial lead from beginning to end

FISERV: Accounting – Senior Billing Analyst
July 2018 – October 2019

- Accountable for accounts payable for our Houston, TX facility
- Created monthly invoices to over 600 clients using Accpac
- Reconciled balance sheet accounts
- Processed monthly journal entries
- Developed and maintained various Excel spreadsheets
- Responsible for running monthly aging reports for the accounts payable department
- Researched and responded to client inquiries regarding monthly invoices

FISERV: Client Management - Client Account Manager/Business Analyst
September 2016 – July 2018
- Managed 5 high profile clients and the implementation of new clients
- Evaluated and interpreted client contracts to maintain accurate billing and to discuss services offered
- Point of contact for escalation of client concerns; provided resolution for said concern
- Handled details of product quality control, data file processing and file receipt documentation
- Initiated and implemented successful client transitions from other company locations
- Maintained strict secure regulatory procedures pertaining to Visa/MasterCard standards and regulations
- Lead group meetings and managed projects effectively

FISERV: Client Accounts - Client Service Support/Procurement Specialist
January 2015 – September 2016
- Quoted, designed and procured PVC cards, both mag stripe and EMV cards, mailer, inserts and envelopes per Fiserv, Visa & MC specs
- Utilized and maintained FDM, JETS, IPOF, several Access databases, FEMT, Excel Spreadsheets, etc.
- Designed & built a billing engine to automate several client's billing
- Created Access queries to automate reports that were being run manually

CEVA Logistics (CUMMINS account): CMS & JDE Administrator, Buyer/Material Planner, New Employee Trainer, Business Analyst
March 2013 – January 2015
- Responsible for managing JDE Enterprise One by ensuring SOs, POs, Invoices, ASNs, EDI, etc., are able to generate in JDE without issue & problem-solving all issues that would prevent generation;
- Responsible for managing Cummins Management System by setting up New Suppliers & the parts they provide
- Complete understanding of transit time world-wide, custom requirements in UK, Europe, Asia, USA & the best routing in order to ensure the lowest possible Lead Time.
- Managing the orders placed on Suppliers from Cummins Engine Plants in India, China, Japan & Russia
- Train new employees in JDE, Supply Chain Management & Customer Service
- Create VBA & Macros so that reports can be completed as LEAN as possible
- Run reports to capture the breaks in the link between CMS & JDE and problem solving to restore the link