

# BETSY LEE

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## Skills

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- HTML | CSS | JavaScript | SQL | Tableau | Node | Express | React | jQuery | Git | Adobe Suite | Figma | Wireframing | Research
- Web Design | UX/UI | Graphic Design | Data Analysis | Agile Project Management | Frontend Web Development | AWS Cloud
- Cross-Functional Leadership | Growth Minded | Database Management | Workflow Processes | Prototyping | Resourceful | Adoptive

## Experience

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### Front End Web Developer / Graphic Designer

[Sloane Design Co. – Wahiawa, Hawaii](#)

2021 - Present

- Developed and maintained front-end code for membership, event and registration platform technology
- Designed and implemented landing pages from concept through deployment for local businesses that increased business traffic by 20%
- Implemented data-driven decision-making and analyzed data insights to create a positive user experience for users
- UX/UI strategies that include wireframes and mockup for all applications

### Coordinator

[Blue Oak Wellness Strategies - Peterborough NH](#)

2021 - 2022

- Delivered weekly entries and data analysis reports to hospital management; increased reporting time by 75% by streamlining the data collection process
- Served as the point person between staff and supervisor
- Analyzed quantitative/qualitative data and developed conclusions; utilized the working knowledge of research/analysis technique.
- Credential verification for incoming staff and vendors

### Clinical Medical Assistant

[Monadnock Community Hospital - Peterborough NH](#)

2019- 2022

- Increased the number of patients seen in a day by 20% by keeping optimal organization and advanced planning
- Collaborated with senior management on multiple factors including medication supply, resources, and feedback
- Performed preliminary physical tests on patients and obtained an accurate history summary

### Authorization Specialist

[Monadnock Community Hospital - Peterborough NH](#)

2016- 2022

- Created authorization handbook for the hospital by collecting data for various insurance companies
- Generated reports in Excel to conduct trend analysis for therapeutic injections to optimize the patient experience
- Provided recommendations to providers on which injection was preferred by the patient's insurance
- Founding member of a LEAN team working towards the creation of a new department within the hospital

### Collection Specialist

[Delta Management Associates – Merrimack, NH](#)

2014 - 2015

- Held confidential level security clearance while working as a contractor for the U.S. Department of Education
- Hit and exceeded monthly quota by setting up 15+ repayment programs by skip tracing and cold calling
- Monitored accounts for compliance with established payment plans

### Sales Representative

[Verizon Wireless – Milford, NH](#)

2013- 2014

- Maintained and built relationships with 50+ customers daily, providing exceptional customer service
- Presented personalized recommendations for clients, streamlining the sales process
- Defused dissatisfied customer inquiries a week by providing exceptional customer service and building rapport: while maintaining strong customer interactions

## Education

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- General Studies Associate's Degree
- Front End Web Development Certification

[Southern New Hampshire University](#)  
[Udemy](#)

## Certifications

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- Agile Project Manager | Star Six Sigma Global Academy | 2022
- Lean Six Sigma Greenbelt | Star Six Sigma Global Academy | 2022
- Cybersecurity Fundamentals | IBM SkillsBuild | 2022
- Google Data Analytics | Coursera | 2022
- Technical Support Fundamentals | Coursera | 2022
- Certified Medical Assistant | National Healthcare Association | 2019