

# Justin Montegna

Henderson, NV 89014

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(484)794-7173

Ambitious and eager to learn IT professional, new to the field with strong operations and healthcare experience. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Proven success in leadership and organizational development with keen understanding of elements of health care systems.

Authorized to work in the US for any employer

## Work Experience

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### **IT Support Specialist**

My Left Foot Children's Therapy - Las Vegas, NV

July 2021 to January 2022

Managed Azure domain and local networks over 7 small offices/clinical environments. Worked as a project manager for numerous initiatives. Oversaw active user directories and assigned licenses and equipment as needed. Provided troubleshooting and desktop support for a wide variety of technical issues.

- Successfully designed and executed a complete workspace renovation from storage area to functional office environment for a 30 person administrative team.
- Created documentation and trained a small team of employees to provide minor technical support at each of our sites.
- Managed several wide scale projects to deploy new systems to employees and coordinated efforts between members of management.
- Developed a ticket system with Powerapps and trained department leadership in utilization while managing trouble tickets.
- Managed Cox phone system across several departments and deployed Voip equipment and training to employees.

### **Client Operations Specialist**

EA Health Solutions - San Diego, CA

February 2020 to November 2020

Worked closely with client hospital administration and executives to instruct senior level staff on EA company programs, such as payment disbursement, contracting physicians, and other facets of the EA program.

- Served as a trusted business adviser and assisted with the integration of company programs into hospital systems.
- Participated in on-site meetings with hospital administration to coordinate training for staff in newly contracted facilities.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Collaborated with clients and a dynamic team to delegate client assigned tasks to effectively meet rapidly changing needs. Assumed responsibilities of client hospital staff at facilities during COVID-19,

including patient designation, facilitating staff physician needs, and assisting with executive assigned tasks.

- Continues to provide support to the Client Services team in the capacities listed under Client Services Coordinator.

### **Client Services Coordinator**

EA Health Solutions - San Diego, CA

January 2019 to February 2020

Collaborated with client hospital administration and medical providers in order to develop and maintain strong customer relationships.

- Maintained close relationships with the executive team of several large scale hospital systems, providing reporting and analytics for physician productivity.
- Provided weekly coding reports to internal and external management for auditing purposes using IBM Cognos and exporting excel databases.
- Learned automation scripting through AutoHotKey and developed a user interface for use with internal software systems to improve productivity when doing repetitive tasks.
- Organized the development of department-wide OneNote in place of a dedicated CRM, allowing tracking of client interactions and needs across all team members.
- Worked with medical providers, taking in claim submissions and determining program eligibility based on individual contracts per specialty with client hospitals.
- Developed and improved the reimbursement processes between client hospitals and their employed providers.
- Supported and assisted the finance department to manage client invoicing and monthly provider payments.

### **Validations Associate**

EA Health Solutions - San Diego, CA

August 2018 to January 2019

Process insurance information for EA Health clients for reimbursement.

- Drove operational improvements which resulted in savings and improved profit margins.

### **Medical Biller II**

Millennium Health - Rancho Bernardo, CA

August 2016 to August 2018

Solved errors stemming from missing billing information submitted from practices, in addition to clearing error processing worksheets.

- Worked with field representatives via a supervisor to improve MBI submission protocols and developed several training guides for MBI processes.
- Worked with a diverse number of teams in order to assist with backlogs and special projects. Developed team communications and information for meetings
- Assumed leadership responsibilities during management transition over the course of several months for the Data Re- Entry team including handling the Treatment Log, Early Exhaust, and Supervisor queues.
- Delegated workloads and assisted with questions from the DRE team. Trained and advised new leadership on existing workflows/procedures.
- Saved capital by implementing cost-saving initiatives that addressed long-standing problems.

### **Laboratory Data Processor**

Millennium Health - Rancho Bernardo, CA

November 2014 to August 2016

Process patient test requisitions for urine specimen testing.

- Learned to effectively utilize internal patient capture systems for data entry and as a tool for information gathering.
- Worked with the Laboratory Data Processor Blue Team to verify order information within encoded HL7 messages and compare against MLIS, as well as created and organized an OneNote file containing all functions specific to the HL7 team.
- Processed a personal minimum of 200 test requisitions daily including paper, E-req, and HL7 forms and patient requisitions, while adhering to a 98%+ accuracy standard.
- Assisted in several projects which went on to develop new policies and procedures used to improve capital saving initiatives and other Six Sigma projects.
- Collaborated with multiple departments to efficiently improve workflow.
- Led teams in new processes and cross department projects.
- Assigned Payers to a queue of unassigned accessions received from the Michigan Labs, resolving 50-300 daily. In addition, created an Excel database of all accessions worked for use in research.
- Participated and assisted in leading a Data Entry and Billing collaborative effort training on the use of Xifin billing software and Patient Payer/Order Re-Entry processes.
- Built the current reference tool used for Data Processors to select Payers during Processing.

## Education

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### **Bachelor of Arts in Cybersecurity and Information Assurance**

Western Governors University - Salt Lake City, UT

April 2021 to Present

### **High school diploma**

Springford High School - Royersford, PA

## Skills

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- Coordinating site operations
- Acquiring clients
- Client assistance
- Client Services
- Interpersonal and client communications
- Client satisfaction-driven
- Project management processes
- Process improvement solutions
- Relationship development
- Team building
- Client Relationship Development
- Corporate client relations
- Cognos
- Six Sigma

- Scripting
- Computer literacy
- Analytics
- Databases
- HIPAA (6 years)
- Administrative experience
- Operations management
- Search engines
- SharePoint
- Software troubleshooting
- Authentication
- Microsoft Windows Server
- Active Directory
- EMR systems
- Customer service
- Operating Systems
- Help Desk
- Microsoft SQL Server
- Computer Networking
- Linux
- SQL
- Account management
- Analysis skills
- Computer operation
- English
- Phone etiquette
- Typing
- Leadership
- Microsoft Office
- Microsoft Word
- Technical Support
- Microsoft Excel

## Links

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<https://www.linkedin.com/in/justin-montegna-613587114>

## Certifications and Licenses

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**CompTIA A+**

October 2021 to Present

[https://www.credly.com/badges/efff06c9-9952-40d0-964d-feb28214623d/public\\_url](https://www.credly.com/badges/efff06c9-9952-40d0-964d-feb28214623d/public_url)

## **ITIL**

September 2021 to Present

## **Google IT Support Professional**

March 2021 to Present

## **CompTIA Network+**

January 2022 to Present

[https://www.credly.com/badges/73f3beb6-910a-406a-b017-e91b3d5455bb/public\\_url](https://www.credly.com/badges/73f3beb6-910a-406a-b017-e91b3d5455bb/public_url)

## Assessments

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### **Project Timeline Management — Highly Proficient**

October 2020

Prioritizing and allocating time to effectively achieve project deliverables

Full results: [Highly Proficient](#)

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October 2020

Prioritizing and allocating time to effectively achieve project deliverables

Full results: [Highly Proficient](#)

### **Management & leadership skills: Impact & influence — Proficient**

October 2020

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

### **Customer service fit — Proficient**

June 2021

Measures the traits that are important for success for customer service roles

Full results: [Proficient](#)

### **Basic computer skills — Expert**

June 2021

Performing basic computer operations and troubleshooting common problems

Full results: [Expert](#)

### **Office manager — Proficient**

June 2021

Scheduling and budgeting

Full results: [Proficient](#)

### **Attention to detail — Expert**

June 2021

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Expert](#)

### **Technical support — Expert**

January 2022

Performing software, hardware, and network operations

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.