

EDUCATION

Emerson College, MA

2006-2009

Completed 3 years of study, Film & Audio Production

Cortiva Institute, NJ + MA

2009-2010

Completed 750 hours of training & gained licensure as a Professional Massage Therapist

EXPERIENCE

Boston Sports and Shoulder Center, Waltham, MA

Nov 2019 - Apr 2020

Administration + Front Desk

- Handle scheduling, check in/out, and call-center duties for a surgical orthopedic practice of 20+ providers
- Sort and file insurance documents, medical records, surgical notes and all other patient information
- Assist surgical coordinators in various administrative duties for the scheduling of patient surgeries
- Created and maintain the training documents for said duties
- Created company intranet to streamline workflow and centralize references

Surgi-Care, Waltham, MA

Jan 2019 - Nov 2019

Administrative Assistant - Temporary Assignment

- Responsible for the screening, parsing, and entry of business critical documents
- Received and logged payments from various medical offices, insurance companies, and customers
- Created and maintained the training documents for said duties

Online Buddies, Medford, MA

Nov 2018 - Jan 2019

Quality Assurance - Temporary Assignment

- Performed quality control checks for a popular suite of online dating apps
- Placed in charge of group of other temporary workers for the duration of the project
- Created and submitted progress reports and assessments for the duration of the project

Bodywaves Massage, Boston, MA

May 2014 - Nov 2018

Managing Partner

- Responsible for people operations, including staffing and payroll
- Developed customer experience standards, staff training, and VIP membership programs
- Handled marketing and brand outreach, including the business website, SEO optimization and online ad programs
- Performed purchasing duties, including vendor relations and overseeing supply needs
- Performed accounting duties, including Profits and Loss, Accounts Receivable/Payable, and the maintaining of said records
- Managed a fluctuating staff of 12-18 people, including hiring, interviewing and onboarding
- Oversaw the scheduling of both staff and the appointments of 300+ monthly clients
- Grew business from ~110,000 to \$300,000+ yearly gross

Projects

Front End Development

Jan 2019 - Current

- Self-teaching myself front-end web development including HTML, CSS, JavaScript, Node, React, Redux, GraphQL and more
- A orthopedic surgery practice Intranet for Boston Sports and Shoulder (Feb 2020):
<https://vast-earth-35629.herokuapp.com/>
 - test credentials - username: dpyle | password - admin
- Personal portfolio website, currently being updated. Contains other minor projects