

# Kaileb Hammontree

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## EDUCATION

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### UNIVERSITY OF CENTRAL FLORIDA

#### **DECEMBER 19TH, 2022 | FULL-STACK WEB DEVELOPMENT BOOTCAMP**

SQL | MySQL | Node.js | Express.js | MongoDB | Server-Side API Development | GraphQL | Apollo Server | Git | GitHub | GitHub Pages | Heroku | Progressive Web Applications | HTML | HTML5 | JavaScript | ES6 | Responsive Web Design | CSS | Bootstrap | Bulma | jQuery | ReactJS | Handlebars | Apollo Client | MERN Stack | Babeljs | Webpack | npm | JSON

### UNIVERSITY OF CENTRAL FLORIDA

#### **DECEMBER 7TH, 2021 | CYBER DEFENSE PROFESSIONAL CERTIFICATE**

Linux Security | Microsoft Security | Network Security | Cloud Security | Ethical Hacking | Computer Networking | Cyber Infrastructure & Technology | Digital Forensics and Incident Response | Game Theory | Amazon Web Services | Python

### PAUL J. HAGERTY HIGH SCHOOL

**MAY 2011**

## PROFESSIONAL EXPERIENCE

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### SR. RESOLUTION TEAM LEAD, EXPRESS SCRIPTS; ORLANDO, FL

**JUN. 2016 – JUL. 2017**

- Showcased exceptional drive and unwavering resilience as the primary point of escalation for customer service calls exceeding the Senior Patient Care Advocate (known as Resolution Team Lead) level.
- Offered expert guidance to Resolution Team Leads, leveraging extensive familiarity with company procedures and a proven track record of successfully resolving complex patient/member issues.
- Thrived in a remote work environment, displaying exceptional self-motivation and the ability to excel with minimal supervision.
- Consistently demonstrated commitment to patients/members by ensuring follow-through on commitments, when first call resolution was not feasible.

### SR. PATIENT CARE ADVOCATE, EXPRESS SCRIPTS; ORLANDO, FL

**OCT. 2015 – JUN. 2016**

- Distinguished role as the primary escalation point for dissatisfied members and their families regarding Express Scripts service or unresolved issues.
- Offer expert guidance to Patient Care Advocates, conducting thorough reviews of company procedures and providing support in navigating patient/member profiles.
- Exhibit exceptional self-motivation and adaptability to effectively work from home with minimal supervision.
- Exemplify a proactive approach by diligently following up on all projects and commitments made to patients/members, ensuring their satisfaction even in cases where first call resolution was not achievable.

PATIENT CARE ADVOCATE, EXPRESS SCRIPTS; ORLANDO, FL

**MAY 2014 – OCT. 2015**

- Demonstrated exceptional aptitude in managing a high-volume, fast-paced environment, adeptly handling 60-80 inbound calls per day.
- Provided invaluable support to Express Scripts members and retail pharmacists, expertly resolving prescription-related issues.
- Applied innovative thinking and resourcefulness by proactively initiating outbound calls to various departments within Express Scripts and external healthcare agencies, ensuring a seamless and positive customer experience.
- Focused primarily on Express Scripts' Department of Defense contract, serving those who have served or are presently serving in the United States Military and hold TRICARE benefits.
- Recognized as a Subject Matter Expert, effectively leading, instructing, and guiding a class of new hires during their on-the-job training, navigating complex challenges with clarity and precision.
- Achieved outstanding performance, surpassing company standards with a remarkable metric score of over 101%, which earned the privilege of transitioning to a work-from-home arrangement after just six months in the position.

**PROFESSIONAL ACHIEVEMENTS**

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"CIRCLE OF EXCELLENCE" AWARD - EXPRESS SCRIPTS; ORLANDO, FL

**2016 | 4TH QUARTER**

"CIRCLE OF EXCELLENCE" AWARD - EXPRESS SCRIPTS; ORLANDO, FL

**2016 | 2ND QUARTER**

- Received high commendation and recognition for exceptional work ethic and dedication during a management briefing led by CEO Tim Wentworth, where my commitment to going above and beyond for each patient was acknowledged.
- Acknowledged as a standout employee, my achievements were prominently featured on the company website, further highlighting the impact of my contributions to the organization's success.

**PORTFOLIO**

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<https://www.kailebhammontree.com>