

Kaileb Hammontree

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PORTFOLIO

<https://www.kailebhammontree.com>

EDUCATION

University Of Central Florida – Full-Stack Web Development Bootcamp (December 19th, 2022)

University Of Central Florida – Cyber Defense Professional Certificate (December 7th, 2021)

Paul J. Hagerty High School – (May 2011)

SKILLS

FRONT END:

- HTML5
- JavaScript
- CSS (Flexbox / Custom)
- CSS Framework (Bulma, Bootstrap)
- Local Storage/Session Storage
- jQuery
- API (JSON, AJAX, REST, Web, 3rd party)
- ReactJS
- Handlebars
- Apollo Client

BACK END:

- SQL / MySQL (DBeaver)
- Node.js
- Express.js (Insomnia)
- MongoDB (Mongoose)
- Server-Side API Development
- GraphQL
- Apollo Server
- C# (in progress)
- Python (advanced concepts in

GENERAL SKILLS & TECHNOLOGY:

- MERN Stack
- Babeljs
- Git (version control)
- GitHub / GitHub Pages
- Heroku
- Progressive Web Applications
- Algorithms
- Agile Methodology

CYBER SECURITY KNOWLEDGE:

- 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

WORK EXPERIENCE

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

JUN. 2016 – JUL. 2017

- Proven drive and resilience by serving as a point of escalation for all calls related to customer service that escalate above the Senior Patient Care Advocate (AKA - Resolution Team Lead) level.
- Provide expert guidance to Resolution Team Leads by utilizing my in-depth knowledge of company procedure and proven ability to resolve patient/member issues.
- Ability to work from home with minimal supervision.
- Demonstrated ability to follow through with commitments made to patients/members, if first call resolution was not an option.

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

OCT. 2015 – JUN. 2016

- Serve as a point of escalation for members and their families who are unhappy with Express Scripts service or resolution to the present situation.
- Provide guidance to Patient Care Advocates by reviewing company procedure and/or navigation within the patient/member's profile.
- Ability to work from home with minimal supervision.
- Follow-up on all projects/commitments made to patients/members, if first call resolution was not an option.

PATIENT CARE ADVOCATE, EXPRESS SCRIPTS; ORLANDO, FL

MAY 2014 – OCT. 2015

- Proven ability to handle a fast-paced environment by handling 60-80 inbound calls per day.
- Assist Express Scripts members and retail pharmacists with prescription related problems.
- Ability to think "outside the box" by making outbound calls as needed to other departments within Express Scripts as well as other healthcare agencies in order to maintain a positive customer experience.
- Primarily work with Express Scripts' Department Of Defense contract, serving members who served or presently serve in the United States Military and have benefits with TRICARE.
- Proven ability to lead, teach, explain, and work through complicated issues as a Subject Matter Expert for a class of new hires during their on the job training period.
- Ability to work from home after 6 months in my position due to maintaining over a 101% in all my metrics according to company standards.

PROFESSIONAL ACHIEVEMENTS

- 2016 2nd Quarter "Circle Of Excellence" Award with Express Scripts
- 2016 4th Quarter "Circle Of Excellence" Award with Express Scripts

- In 2016, I was mentioned in a management briefing by CEO Tim Wentworth, where he recognized my work ethic and ability to go above and beyond for each patient that I helped. I was also featured on the company website at the time.