

Ingrid Jean-Philippe

Professional Summary

Detail-oriented and experienced IT professional with a strong background in healthcare administration. Adept at troubleshooting hardware and software issues, managing IT service requests, and delivering exceptional customer support. Passionate about leveraging technology to solve business problems and enhance operational efficiency.

+ Work experience

Blue Cross & Blue Shield of RI/ Senior Support Specialist
12/2021 – present

Collaborating with management, to implement workflows that boosted productivity by 50%—and monitored new staff training through mentorship to ensure seamless integration and ongoing proficiency. Facilitate correspondence letters for Case management, with accurate data entry, manipulation, in Excel, ensuring HIPAA compliance.

Blue Cross & Blue Shield of RI/ Healthcare Service Coordinator
09/2018 – 12/2021

Managed care management member communication and oversaw data for cross-border referrals, ensuring database accuracy. Drafted approval letters for out-of-network services and maintained effective communication with stakeholders.

+ Skills

Proficient in working with Web technologies, including Python, C++, MySQL, JavaScript, HTML, and CSS

Possess outstanding organizational, multitasking, and problem-solving abilities
Proficient with scrum methodology and familiar with project management

+ Contact

401-419-3324
Ingridphilippe11@gmail.com
[Linkedin profile](#)

+ Education

The University of Arizona
Global Campus
May 2024

Bachelor of Science in Information Technology
Dean's List

Community College of Rhode Island
June 2019

Associate of Science Business Management