Jaime David Rodriguez

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Summary of Qualifications

Innovative Full-Stack React Developer with a background as a Senior Pharmacy Technician, showcasing strong problem-solving skills and proficiency in software engineering. Proficient in front-end and back-end technologies, including HTML5, CSS3, JavaScript ES6, React, Java, and Spring Boot. Demonstrated ability to work both independently and as part of a team to deliver high-quality solutions. Transitioning into the software development field with hands-on experience in web development and React, backed by CompTIA Security+ and A+ certifications. Strong communication and customer service skills, with a proven track record of collaborating with team members.

Technical Skills

Software: Microsoft 365, Windows 10 Enterprise and 11 Pro, macOS 13 Ventura, Ubuntu v18.04.6, Kali Linux v2022.4, Wireshark v4.2.0, Nmap v7.91, Visual Studio Code v1.74, IntelliJ IDEA v2022.3.2, Git v2.39.0, Node.JS v18.0.0, Redux v4.2.0,
Programming: HTML 5, CSS 3, JavaScript ES6, Python v3.10.2, React v18.2.0, SQL 2016, Java v19, Spring Boot 3.0

Education and Certifications

Per Scholas | React Developer Course | Powered by TEKsystems   **2023**
- Completed a remote live instructor boot camp course of 15 weeks, 600 total hours, of hands-on comprehensive and intensive technical training in web development, software engineering, and React development, showcasing a progressive portfolio.
- Acquired a strong understanding of Javascript and CS concepts, including object-oriented programming, Git, advanced HTML/5, and CSS 3.
- Experience in building Single Page Applications (SPAs) and web applications using React and Redux, with familiarity in client-side routing, AJAX, Fetch, and the Context API and Redux Library for complex state management.
- Full stack development experience, including Java and the Spring Boot framework for building full CRUD applications, token-based authentication, and HTTP and REST.
- Strong problem-solving skills and ability to think like a software engineer, ready for job opportunities in the software development field with up-to-date, prevalent, and transferable skills.

CompTIA Security+ CE Certification   **2022**
TOTAL Seminars: CompTIA Security+ (SY0-601) Bootcamp: Udemy.com   **2022**
CompTIA A+ CE Certification   **2015**
Community College of Baltimore County: A+ Certified Technician - Catonsville, MD **2014**

Experience

OptumRx - UnitedHealth Group | Senior Pharmacy/Appeals Technician | Remote   9/2021 - Present

- Efficiently perform an average of 96 daily prior authorizations with high-touch clients as part of a dedicated team for medicare and commercial plans. Attained 100% on NPS surveys.
- Communicated telephonic outreach by de-escalating and scheduling 8 daily peer-to-peer reviews for physicians to discuss denials with insurance plan clinicians. Achieved a 99.3% average on quality call review for 2022.
- Coordinated with the appeal department to package 16 daily appeals for redetermination outcomes. Trained 3 pharmacy technicians for the appeals department.
- Proficiently communicate through Microsoft Office Suite with prior authorization and appeals department on 130 cases to delegate/resolve client escalations with an 8% decrease in follow-up calls.

Community A Walgreens Pharmacy | Senior Pharmacy Technician | Baltimore, MD   12/2008 - 09/2021

- Lead Senior Pharmacy Technician in a URAC Accredited Specialty Pharmacy covering the Maryland state with over 900 chronic patients with 98% positive feedback in customer satisfaction surveys.
- Supervised one permanent pharmacy technician and seven rotational technicians as scheduled, including facilitating Pharmacy Manager with creating content and training for monthly rotational pharmacy students improving pharmacy operations performance by 30%.
- Organized efficient pharmaceutical stock management of limited distribution drugs. Reviewed/audited 7 reports of daily pharmacy operations. Achieved a decrease in pharmaceutical waste by 9%.
- Lead coordination in the greater Baltimore areas for Operation Warp Speed Covid-19 vaccine efforts at 15 skilled nursing facilities, 10 long-term care locations, and 5 adult care facilities.
- Ensured the accuracy of entire pharmacy inventory management/adherence technologies for high-cost specialty drugs in 5 chronic disease categories.

Transferable Skills

Problem-solving, customer service, communication skills, ability to work in a team, use of dedicated technologies, software proficiency, training and leadership, scheduling appointments, maintaining data and electronic health records, spreadsheet proficiency, processing payments, and resolving billing/adjudication discrepancies.