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| jaquana  pharr | | Columbus,OH  980-307-9559 | pharrjaquana@gmail.com |
| AI engineer with experience in AI programming and technical support. Data science graduate with excellent attention to detail, critical thinking, and leadership skills.  Proficient in programming languages such as Python and Java, with a deep understanding of machine learning and natural language processing techniques. Passionate about developing and implementing AI algorithms and models to solve complex problems. | | |
| ExperienceAccountantTrey Research | San Francisco, CA20XX – PRESENT Working in a mid-sized public accounting firm to provide professional accounting services for individuals and business clients. Provide full range of services, include income tax preparation, audit support, preparation of financial statements, pro forma budgeting, general ledger accounting, and bank reconciliation. | | |
| benefit care managerTEKSystems| Remote, USA2023-2024  * Designing and administering benefits programs: This includes health insurance, retirement, and wellness programs. * Communicating with employees: Benefits managers should communicate effectively with employees about their benefits packages. * Ensuring compliance: Benefits managers should ensure compliance with regulatory requirements. * Analyzing data: Benefits managers should analyze benefits data and make recommendations. * Managing relationships: Benefits managers should manage relationships with benefits vendors. * Assisting employees: Benefits managers should assist employees with benefits-related inquiries. * Conducting training: Benefits managers should conduct benefits education and training sessions. * Evaluating and adjusting: Benefits managers should evaluate and adjust benefits programs as needed. * Monitoring trends: Benefits managers should monitor government regulations and market trends to ensure that their programs are current, competitive, and legal.   **Financial Crimes Specialist II**  Wells Fargo | Charlotte, NC  2017-2018   * Designed and reviewed financial crime policies, * processed procedures to ensure they meet expectations including regulatory requirements * Work with colleagues across the business to identify, assess and manage financial crime risk via phone. * Issued provisional/permanent credit to customers account for fraudulent/non fraudulent claims * Acted as an escalation point for more complex cases | | **Patient Access Specialist**  AmerisourceBergen| Remote, USA  2019-2022   * Providing customer support: A customer service navigator may provide high quality customer support, adhering to principles such as respect, empathy, and accountability. * Assisting with client needs: A customer service navigator may assist clients with determining goals, assessing readiness, and providing referrals to services and programs. * Managing appointments: A customer service navigator may schedule and manage appointments. * Responding to complaints: A customer service navigator may respond to patient complaints. * Providing guidance: A customer service navigator may provide guidance to clients and volunteers. * Improving processes: A customer service navigator may work with leadership to identify areas for process improvement. * Maintaining relationships: A customer service navigator may build relationships with clients, brokers, and business partners. * Following processes: A customer service navigator may follow documented processes when interacting with clients, brokers, and business partners. * Escalating issues: A customer service navigator may escalate issues to leadership for resolution. |
| **Education**Certificate, data visualization and codingUNC CharlotteSeptember 2024 | | |
| **Skills** | | |
| * Python, * HTML * SQL, * TensorFlow, * unsupervised and supervised machine learning, * Agile * Keras * Pandas, * scikit-learn * NumPy * Matplotlib * Excel * data visualization, modeling and design * Strong analytical and problem-solving skills. * Excellent written and verbal communication skills. |  | |