Jeff Garcia
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Development Skills

JavaScript | AngularJS | Ionic | NodeJS | Express | MongoDB | Mongoose | HTML5 | CSS3 | Bootstrap | Git | Firebase | MaterializeCSS

Projects

Utah Uprising – Personally Developed Web Profile January 2016
 HTML, CSS, Angular, Firebase – utahuprising.club.
- A profile web application that showcases a competitive sports paintball team roster and media content.
• Utilized design strategies learned on my own time and developed 1 week.

Temple Tracker – Personally Developed Web App Febuary 2016
 HTML, CSS, Angular, Node, Express, MongoDB, Mongoose, MaterializeCSS, Google Maps API – templetracker.com
- A journal/blog/travel application utilizing MaterializeCSS that allows for more personal organization and data gathering of Temple Visits.
• Used full MEAN stack framework to develop both the front-end and back-end in 2 weeks.

Habit Tracker – Group Developed Mobile App Febuary-March 2016
 Ionic , HTML, CSS, Angular, Node, Express, MongoDB, Mongoose, Moment.js – https://www.youtube.com/watch?v=f7f0sLH3yOU&feature=youtu.be
- An Ionic mobile application that allows for tracking of good and bad habits for personal growth.
• Used full MEAN stack framework and Ionic to develop both the front-end and back-end with a team in 3 weeks.

Education

DevMountain
Provo, Utah; Nov. 2015 – Mar. 2016
Full MEAN Stack Web Development Program
San Jose State University
San Jose, California; Sept. 2011-May 2013
Bachelors of Arts - Anthropology
Los Medanos College
Pittsburg, California; Jan. 2009-May 2011
General Education

Experience

Zane Benefits
Quality Assurance Specialist
Murry, Utah; April 2014-November 2015
•Precisely convey the course of action for appropriate resolution
•Document claim processing errors for manager review
•Identify pain points to improve customer understanding and experience
•Understand Product and claim approval process to ensure 100% accuracy
•Understand Customer Care calls and Salesforce (CCM) processes to ensure 100% accuracy
•Determine course of action based on IRS, ACA, ERISA regulations for compliance
•Identify and adhere to best practices
•Maintain confidentiality in accordance with HIPAA
•Maintain about 3 audit documents and reports for each customer support employee each day
•Participant in audit review sessions with department managers
Data Entry Analyst/Processor/Documentation Specialist
•Works with the Claims Reimbursement Request team whose responsibility is to accurately process reimbursement requests submitted by plan participants.
•Assess reimbursement request documentation to authenticate the claim submissions
•Identify pain points to improve participant understanding and experience
•Understand reimbursement approval process to ensure 100% accuracy
•Collaborate with Customer Care teams to ensure a consistent process

Transferable Skills
- Extensive procedural knowledge of RingCentral, Google Docs, New Voice Media auditing tools and other potential auditing tools to be added later
- Strong Salesforce Knowledge
- Strong Claims Portal/Product knowledge
- Extensive procedural knowledge of all Customer Success Teams and their roles
- Extensive knowledge of the health insurance industry and health care reform