Jeff Garcia

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Development Skills

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

Projects

Utah Uprising – Personally Developed Web Profile January 2016

 HTML5, CSS3, 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.

Temple Tracker – Personally Developed Web App Febuary 2016

 HTML5, CSS3, Angular, Node, Express, MongoDB, Mongoose, MaterializeCSS, Google Maps API – templetracker.com

- A journal/blog/travel application 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.

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 participant 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 audit documents and reports

• 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

- 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