KARINA CLAUSEN

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Portfolio: https://karina5151.github.io/React-Portfolio/
Github: https://github.com/Karina5151

Summary

Full-Stack Web Developer leveraging a background in Communication Studies to build applications for an intuitive and impactful user experience. Passionate problem-solver with a life-long dedication to learning. Known for creativity, attention to detail, and proficient collaboration skills. Looking to join forces with a forward-thinking company for mutual growth and to become a valuable asset.

Technical Skills

HTML | CSS | Javascript | jQuery | JSON | AJAX | MERN Stack (MongoDB, Express.js, React.js, Node.js) | API | MySQL | Sequelize | Mongoose | GraphQL | Handlebars | Local Storage | Bootstrap | Moment.js | Responsive Design | DOM Traversal | User Authentication | Continuous Integration | ORM | OOP | Unit Testing | Progressive Web Applications | Git | Github | Heroku | MongoDB Atlas | Microsoft Office Suite | Adobe In-Design | Audacity | iMovie | Plex | Salesforce | VerityStream | CredentialStream

Projects

Weather Dashboard | https://github.com/Karina5151/Weather-Dashboard| https://karina5151.github.io/Weather-Dashboard/
- Summary: Weather app that provides current and future weather forecasts in cities
- Role: Sole author
- Tools: HTML, CSS, JavaScript, jQuery, API, Bootstrap, Local Storage

Event Organizer | https://github.com/Karina5151/Event-Organizer | https://gentle-reaches-60799.herokuapp.com/
- Summary: App to search for and save live events
- Role: Sole author
- Tools: HTML, CSS, JavaScript, Express.js, MySQL, Sequelize, Postman, Handlebars

Smiley Recruiter | https://github.com/Karina5151/Smiley-Recruiter | https://safe-journey-56448.herokuapp.com/
- Summary: Job search web application complete with job-saving ability
- Role: Sole author
- Tools: HTML, CSS, JavaScript, JSON, Bootstrap, React Bootstrap, Apollo, GraphQL, Mongoose, MERN Stack (MongoDB, Express.js, React.js, Node.js)

Professional Experience

Credentialing Specialist, Midwest Dental, Bloomington MN *(November 2020 - February 2021).*
- Led a new department-wide software deployment for enhanced credentialing integration, storage, and processing affecting dental offices owned across 17 states nationwide.

- Streamlined data transfers migrating files and medical records for 303 practices and 427 dentists to seamlessly transition the credentialing team to begin immediate use of the new software system.
- Administered provider onboarding and maintenance through vigilant organization and upkeep of files for speedy turnaround time for providers and networked insurance companies to enhance overall client satisfaction.

Re-Credentialing Specialist, Optum, Eden Prairie MN *(September 2019 - November 2020).*
- Managed thousands of re-credentialing files for MN Optum Behavioral Health providers, becoming the division-wide SME for all MN-specific credentialing requirements.
- Led training sessions for team development while creating protocols, templates, and organization tools for team utilization.
- Developed a personal systematic procedure for rapid application processing, internal documentation, and primary source verifications to update provider information and network status; factoring deadlines for file prioritization at all times.
- Promoted to the quality assurance team as a result of performance to review files completed by the re-credentialing team to ensure processing accuracy and client confidence.

Customer Service Specialist & Supply Chain Specialist, Catallia Mexican Foods, Eagan MN (*July 2018 - August 2019).*
- Facilitated large-scale commercial orders exceeding 10 million dollars per year for production and nationwide shipments through communication with buyers, brokers, internal manufacturing, and offsite storage facilities to solidify finished product orders while maintaining expected arrival quotes.
- Managed database inventory checks for discrepancies to ensure timely order fulfillment for commercial client satisfaction.
- Deployed and maintained position training manuals, operation manuals, and protocol guides from scratch for division-wide use and reference going forward.
- Charged with gathering, organizing, and evaluating overall supply chain performance data to be presented during monthly management reports with division heads for company clarity and oversight.

Temporary Administrative Assistant, Collegis Education, Bloomington MN (Contract from *May 2018 - July 2018).*
- Regulated in-office staff meetings and outbound client meetings for the executive administrator's schedules of each of the five divisions within the company for smooth day-to-day personal itineraries.
- Designed and maintained training manuals, brochures, and safety guides to provide documented company onboarding materials for company reference.
- Regulated office supply inventory and ordering as well as managing incoming and outgoing office mail to create a frictionless in-office experience for staff.

Annuity Service Specialist, The Hartford Insurance Company, Woodbury MN (*October 2017 - May 2018).*
- Handled 90+ inbound client and broker calls regarding actively managed Hartford annuity asset plans to supply live contract assistance, information, and resources in a prompt and professional manner.
- Logged thousands of real-time account changes, updates, and customer information amendments at a rapid pace to ensure all records were in order and up to date per each call.
- Protected client confidentiality by performing routine security practices to verify authorized callers per company procedure.

Education

Bootcamp Certificate in Full Stack Web Development
University of Minnesota Certificate Program, graduated August 2021
A 12-week intensive technical programming course

Bachelor of Science in Communication Studies
University of Wisconsin-River Falls (UWRF)