**KENNETH RAKENTINE**  
**Pittsburgh, PA 15202 | rakentine.k@gmail.com|** [**linkedin.com/in/kenneth-rakentine**](https://www.linkedin.com/in/kenneth-rakentine?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base_contact_details%3Bc%2F1xlJDVRFKmHZkcZNGwpg%3D%3D)

**PROFESSIONAL PROFILE**  
  
Smart, motivated and charismatic Software Engineer with a strong Administrative Assistant background. Possesses extensive technical and auditing experience, expertise includes data entry, bookkeeping, customer service, and technical support. A highly motivated and dedicated professional with a strong work ethic and efficacy mind set. A fast learner with a great attention to detail and the ability to work well in a team setting while managing multiple priorities. A hard worker and diligent team player who is respectful and gracious when addressing technical issues and creating solutions.

**Excellent Customer Service | Organizational Skills | Technically Proficiency in Troubleshooting**

**Problem Solving | Data Applications | Microsoft Office | Opera | Scriptmed**

**EDUCATION**  
**Per Scholas |** Software Engineering | Pittsburgh, PA 2023  
**Relevant Technical Skills Covered:**   
Computer Science Concepts Frontend and Backend Frameworks. Data Structures and Algorithms.   
HTML | CSS | JavaScript | Node.js | Express.js | MongoDB | Mongoose | React | SQL

**Big Spring High School |** High School Diploma 2006

**PROFESSIONAL EXPERIENCE**   
**Front Desk/Night Auditor** | Candlewood Suites | Cranberry Township, PA 2016 to Present

* Operated Opera PMS and MS Office on a regular basis to retrieve and find useful information regarding guest services
* Trained over 25 new front desk customer service associates
* Booked overnight reservations and checked guests in and out
* Managed Night Audit/End of Day Process: Auditing, Balancing and, Closing out accounts
* Authorized deposits to master accounts, posted room charges and adjusted taxes to guest accounts and weekly payment processes
* Verified that all transactions from previous day were allocated properly to PMS system
* Tracked room revenues, occupancy percentages, and other front office statistics
* Responded to guest needs, special requests, technical and maintenance troubleshooting as well as financial inquiries
* Managed financial revenue data reports on a daily and monthly basis

**Pharmaceutical Customer Service** | Aureus Medical | Pittsburgh, PA 2014 to 2016

* Responsible for Communicating With Healthcare Providers, Pharmacies, and Patients
* Performed data entry including patient information and medications with the use of Excel and Scriptmed
* Processed Prior Authorizations for Prescription Medications
* Operated busy switch board by Answering Phone Calls to Patients and Insurance Reps
* Entrusted in working with sensitive personal data in compliance with all HIPAA Laws
* Coordinated with pharmacy technicians for medication therapy management reviews

**Banquet Houseman**| Heinz Field - Aramark | Pittsburgh, PA 2011 to 2014

* Responsible for setting and breaking down tables, chairs, dance floors and stages for catered functions
* Completed pre-event Luxury Suite set up
* Coordinating with game-day staff and catering staff before and during events
* Executed detailed floor plans and club seating