KRISTIAN SMITH

Raleigh, NC
Phone: 919-889-3182 | **Email:** krissmithcodes@gmail.com
LinkedIn: https://linkedin.com/in/kristiansmith220 | **GitHub:** https://github.com/KrisSmith7 | **Portfolio:**
https://tinyurl.com/krissmithcodes

SUMMARY

Full Stack Web Developer with a passion for impactful visuals, user-friendly applications, and intuitive experiences. Effective problem solver and creative thinker with strong organizational and analytical skills. Known amongst staff for adaptability, fast-paced learning, and collaboration.

TECHNICAL SKILLS

Front-End: HTML, CSS, Tailwind, JavaScript, React, Handlebars.js
Back-End: Node.js, Express.js, MySQL, NoSQL, Sequelize ORM, MongoDB, Mongoose ODM
Concepts: APIs, REST, MVC, TDD, JSON, RegEx, Big O Notation, Progressive Web Applications
Tools: Git, Github, Heroku, VS Code, Bcrypt

PROJECTS

Social Rolls | **Github** - https://github.com/KrisSmith7/roll-initiative | **Application -** https://socialrolls.herokuapp.com/
- **Social Rolls** is an application that allows Dungeons and Dragons enthusiasts to share posts in a forum with other users, store their character sheets, and offers a resource for beginners to learn about the world of DnD.
- Styled application using Tailwind, Fetched and rendered Third-Party API data to page, Worked in a 4-person team to create an MVP quickly without sacrificing code quality
- **Tools / languages used**: Javascript, React, Tailwind, Node.js, Express, GraphQL, MongoDB

Media Gems | **GitHub -** https://github.com/KrisSmith7/media-gems | **Application -** https://gentle-dusk-15958.herokuapp.com/
- **Media Gems** is an application that allows authenticated users to post and view reviews for popular shows/movies available on a variety of streaming services.
- Created views for the application using Handlebars.js, used Node.js and Express.js to create a RESTful API
- **Tools / languages used:** Javascript, MySQL, Bcrypt, Handlebars, Express.js, Tailwind

EXPERIENCE

Patient Coordinator   2019 – 2022
Main Street Family Dentistry   Holly Springs, NC
- Demonstrated efficiency, collaboration, and task management in a remote environment
- Exhibited high emotional intelligence: active listening skills when resolving patient conflicts, managing pressure while helping others feel at ease
- Utilized effective communication skills in communicating complex financial agreements and appealing insurance claims generating an increase in case acceptance and office revenue
- Used critical thinking and resourcefulness to foster efficient posting processes allowing accounting times to be drastically reduced

Key Accomplishments:
- Implemented new medical billing program and created training materials for the practice

Assistant Center Manager   2016 – 2019
Baby + Co   Cary, NC
- Promoted birth center and nurse-midwifery mission through social media, networking/community events, and site tours to increase knowledge of women's health and birthing options
- Consulted with on-site staff and corporate team to streamline internal processes improving staff efficiency and client experience
- Managed ongoing client retention and assisted in growth of pipeline by 50%
- Developed strong interpersonal relationships with staff, families, and other health care professionals
- Operated multiple technology systems - Salesforce, Maternity Neighborhood, MindBody Online, Athena Health - for customer relationship management, health records management, and event/appointment scheduling

Office Manager   2015 – 2016
Riccobene Associates Family Dentistry   Raleigh, NC
- Supervised office staff of 8 to ensure efficient and compliant operations in the practice
- Responded to doctor, patient, and employee concerns and inquiries
- Generated and analyzed regular financial, insurance, and production reports to monitor quarterly loss/profit margin
- Reviewed and approved invoices for office materials, medications, and lab cases to remain within budget
- Led patient reception and maintained confidential patient records
- Processed insurance claims/disputes and billing transactions for patients to increase office collections percentage
- Provided onboarding training and support to 2 new employees

<div align="center">EDUCATION</div>

Boot Camp Certificate: University of North Carolina, Chapel Hill, North Carolina
A 24-week intensive program - curriculum consists of HTML, CSS, JavaScript, jQuery, Express.js, React.js, Node.js, progressive web apps, agile methodology, computer science, database theory, MongoDB, MySQL, Git

UX/UI Certificates: Google via Coursera
- **Foundations of User Experience (UX) Design** - foundational concepts in UX design, such as user-centered design, the design process, accessibility, and equity-focused design
- **Start the UX Design Process: Empathize, Define, and Ideate** - focus on common UX research methods, understand their needs and pain points, develop problem statements to define user need, generate ideas for possible solutions to user problems

Bachelor of Arts: Virginia Tech, Blacksburg, VA