TINISHA CAIN

SOFTWARE DEVELOPER

CONTACT

☐ (347) 607-9905

✉ tinishacain.tc@gmail.com

◎ Brooklyn, NY 11229

TECHNICAL SKILLS

- JavaScript
- HTML
- CSS
- Bootstrap
- Git
- GitHub
- GitLab
- Bash Scripting
- Java
- XML
- Node.js
- OOP
- SQL

CERTIFICATIONS

W3 Schools - JavaScript

**CUNY School of Professional Studies -
Micro-credential in Systems Administration**

EDUCATION

Kingsborough Community College

2013-2016

Associate of Science - Forensic Science

- CUNY Research Scholars Award

New Explorations Into Science Technology + Math

2008-2012

High School Diploma

SUMMARY

Meticulous Web Developer with complete understanding of software development lifecycle. Complex problem-solver with analytical and logical mindset, highly trained in Agile and Scrum methodologies.

WORK EXPERIENCE

Police Communications Technician

New York City Police Department   2018-2022

- Serviced 8 million+ NYC residents by logging over 200 calls in DoITT managed ticketing system
- Automated document flow by ensuring logbooks, fire, accident and emergency reports were maintained with 100% accuracy.
- Reduced risks and emergency response issues by observing public safety field units and relaying latest information via NYPD electronic systems, telephone calls and radio responses.
- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Trained new employees on routine NYPD procedures and protocols
- Used specialized software to track and maintain case incident numbers and logs.
- Supervised response prioritization in order to effectively dispatch official units such as police, fire and EMS while tracking data in real-time environments.

Medical Office Administrator

NYU Langone Health   2018-2019

- Enhanced office productivity by handling high volume of 75+ calls daily using Cisco VoIP phones.
- Kept office equipment operating by troubleshooting breakdowns, performing preventive maintenance and coordinating repairs.
- Used POS system to obtain patient payments for self-pay, deductibles, copayments, and coinsurance.
- Explained technical information in clear terms to promote better understanding for non-technical users.
- Converted paper charts into digital files and uploaded to EMR system.
- Utilized Office 365 and Epic systems to manage master calendar and schedule appointments for providers based on optimal patient loads and clinician availability.
- Kept information confidential and followed HIPAA guidelines to maintain patient trust.
- Documented patient medical information, case histories and insurance details in Epic systems to facilitate smooth appointments and payment processing.

TINISHA CAIN
SOFTWARE DEVELOPER

REFERENCES

DeLaverne Power- Police Com. Tech

☐ (347) 744-1042

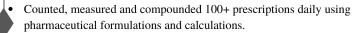✉ Bcgordon603@yahoo.com

Amanda Rodriguez - Police Officer

☐ (929) 236-5105

✉ amandarodriguez4695@gmail.com

WORK EXPERIENCE

Pharmacy Technician Trainee

Walgreens   2016-2018

- Counted, measured and compounded 100+ prescriptions daily using pharmaceutical formulations and calculations.
- Resolved third-party billing, computer system and customer service issues.
- Solved customer problems in-person and over telephone by providing assistance with placing orders, navigating systems and locating items.
- Reduced supply shortages by using RFID and Kronos to carefully manage inventory and submit replenishment orders before depletion.
- Coordinated with Store Manager, Pharmacist and team members to meet and exceed monthly sales and prescription quota by 90%
- Upheld FDA, CDC, Pharmacy Laws, Regulations and Ethics as per NY and Federal guidelines

Sales Associate

Macy's   2013-2016

- Assisted customers with locating products and checked store system for merchandise at other sites.
- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
- Accurately processed POS transactions, returning coin, currency, payment cards and receipts to customers.
- Increased monthly sales by 80%, offering advice on purchases and promoting additional products.
- Trained and developed new hires in company processes, product knowledge, customer service and selling techniques.