ANN LIKOWO MOLINGE

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JOB POSITION: Junior Frontend Engineer (JavaScript/HTML/CSS)

PROFESSIONAL PROFILE

A detail oriented certified ScrumMaster trained in Software Engineering with excellent organizational skills. A self-motivated professional and an excellent problem solver with the ability to self-study. Comfortable working in a remote role and agile workflow. An exceptional team player with the ability to thrive in a fast-paced, collaborative environment. Excellent in facilitating discussions, decision making and conflict resolution. Proficient in removing team and organizational impediments and ability to identify and manage risks and issues, with sound decision making to meet recommended turnaround times. A dependable individual who can take initiative on cleaning up and expanding projects. Possesses effective written and verbal communication skills with strong knowledge of HTML, CSS, JavaScript, React.js, and intermediate SQL queries.

TECHNICAL SKILLS

- HTML
- CSS
- JavaScript
- React.js
- SQL queries

PROFESSIONAL EXPERIENCE

Sr. Benefit Consultant II | GoHealth , LLC - Remote   June 2021 – May 2023
- Demonstrated excellent customer service as the face of the business with an average QA score of 90%.
- Made the complex buying experience of healthcare transparent and easy to navigate, by educating customers.
- Effectively sold health insurance plans that fit customers' budget, by assessing and identifying their needs.
- Identified, efficiently communicated, and managed risks and technical issues impeding meeting clients' needs.
- Effectively built client portfolio through outbound customer engagement efforts and post policy approval.
- Facilitated team morning meeting and task progress update.

Certified Pharmacy Technician / Insurance Agent | M Chest Pharmacy, Plano, Texas   March 2018 – September 2019
- Experienced with Framework LTC and ECM processing Systems. Processing 140 prescriptions a day with 98% one-time touch.
- Constantly met established productivity requirements, schedule adherences and quality standards resulting in two new LTC facilities being added as clients.
- Accurately entered prescription orders according to pharmacy workflow pipeline and delivery cut-off times using FIFO.
- Effectively documented all insurance claim approvals and denials.
- Resolve customer complaints in a timely, accurate and professional manner.

Prior Authorization Technician I | CVS/Health, Richardson, Texas   December 2017 - March 2018
- Experienced in PA Processing Systems; CAS, RxClaim (AS400) and PeopleSafe, to access client information and process their request.
- Proficient in taking inbound calls and making outbound calls to providers and members, providing professional phone assistance following HIPAA regulations.
- Maintained complete, timely, and accurate documentation of all approvals and denials.
- Transferred all clinical questions and judgement calls to the Pharmacist.
- Accurately worked fax requests, and faxed criteria to providers upon request.

Production Technician (Contract), Apotex Pharmaceuticals Inc. Richmond Hill   October 2016 – June 2017
- Effectively process batches within specifications to meet department batch execution targets by ensuring optimal run rates in support of schedule adherence.
- Conducted in-process check on finished products at regular times according to SOP, and Complete master batch records and associated production documentation accurately and timely.
- Strictly adhere to GDP's, review SOD's daily prior to work, communicate clearly with team members and supervisors and use Personal Protective Equipment (PPE) responsibly.
- Followed all cGMP, SOP's and able to use the Apotex intranet for accessing SOD, MSDS and company policies strictly adhering to all company policies and regulations.
- Operated and executed line clearance according to established SOD's to ensure GMP compliance and also meet productivity target.

EDUCATION / TRAINING

Certified ScrumMaster®	2022
Licensed Life and Health Insurance Agent (Department of Insurance Texas)	2021
Registered Pharmacy Technician Certificate (TSB of Pharmacy**)**	2018
Diploma in Computer Software | Mutengene, Cameroon	2007