

MARISSA NOLAN

(303) 570-7149

ritz1484@cs.com

www.linkedin.com/in/marissanolan1

SUMMARY

Loyal and passionate employee. Progressive track record of accomplishment in account management, cross-selling, contract analysis, client outreach, organization, time keeping and database management. Leverages versatile communication skills and prolific business acumen to cultivate and foster long-term relationships, consistently exceeding KPIs and other business goals. Currently in immersive training for software development and looking forward to continuing technical and professional growth while building relationships and driving results.

Ruby on Rails JavaScript React HTML CSS Agile Salesforce BullHorn FOX MS Office
PaperVision FiServe

EXPERIENCE

FLATIRON SCHOOL

Denver, Colorado

Full Time Student - Software Engineering

Jan 2021 - Expected Graduation May 2021

Winner of Flatiron's Next Tech Scholarship. Technology focus includes Ruby on Rails, JavaScript, React, HTML, CSS, Git and more. I have moved from developing a basic command line application to a full stack website with a Ruby on Rails backend and a JavaScript frontend. I have also built web applications in React with a db.json backend.

ACARA SOLUTIONS

Westminster, Colorado

Account Executive

2019-2020

Collaborated across teams and locations to identify potential clients and build new business. Gathered contact information and formulated call plans and call lists. Utilized calls, emails and social media outreach through LinkedIn to connect with new prospects. Developed relationships with new connections to learn how we could best support their business and initiatives. Shared market knowledge, company information and developed tailored solutions for their team, company and projects. Contributed to and attended networking events to stay on top of industry knowledge and new developments.

BLACKSTONE

Denver, Colorado

Account Manager

2019-2019

Identified and met with hiring managers and key decision makers through meetings, networking, and referrals. Built relationships with them to learn client's processes, management style, and team culture. Gained a thorough understanding of job requirements, culture, and what each decision maker would like to see in a candidate they believe would be best-fit for their team. Through intake calls and qualifying questions, solidified job requisitions and required candidate criteria. Screened for and submitted qualified applicants most likely to satisfy the desired candidate profile. Ensured timely review and feedback for recruiting team to increase submittal-to-interview conversion rate.

- Onboarded newly hired candidates, gathered and uploaded all required documentation and coordinated with client's onboarding team to ensure a timely, successful start for both the new hire and the client.
- Pursued continuing professional education, taking self-paced security course and keeping current on industry news and research.
- Technical roles submitted for and/or filled include: Quality Assurance SDET, Help Desk, Project Manager, Developers (Java, C#, Python), Architect, Subcontracts Administrator, Software Engineer

EXPERIS

Denver, Colorado

Business Development Manager

2017-2019

Established relationships with clients and assisted with filling their open IT job requisitions. Identified key skill sets the managers were looking for and helped match top qualified candidates. Scheduled and participated in face to face meetings with clients, developed and strengthened relationships, and worked to gain a true understanding of what skills in a new employee would most benefit their team. Documented all calls, meetings, and results in candidate/client database. Tracked and completed client projects on time and within budget.

- Maintained an average gross profit ratio of 28.6% while growing average monthly revenue to just over 3 times that of the previous fiscal year for a total of \$1.7MM in revenue in FY2018.
- Completed technical classes online on my own time to better understand the industry and skills commonly sought in IT new hires – including SQL, Python, and Salesforce Administration.
- Technical roles submitted for and/or filled include: Business Analyst, Data Analyst, Quality Assurance SDET, Quality Assurance Tester, Help Desk, Project Manager, Scrum Master, Developers (.Net, SQL, Java), Technical Writer, Payroll Specialist, JD Edwards, SQL DBA, DevOps

MODIS

Greenwood Village, Colorado

Relationship Development Manager

2016-2017

Established relationships with internal recruiters and business development managers. Identified key skill sets within provided job descriptions. Organized and participated in face to face meetings with candidates to vet technical and interpersonal skills before submitting to clients. Documented all calls, meetings, interviews and submittals in candidate tracking system.

- Technical roles recruited for and/or filled include: Business Analyst, Data Analyst, Quality Assurance SDET, Quality Assurance Tester, Help Desk, Project Manager, Scrum Master, Developers (.Net, SQL, Java), Technical Writer, Payroll Specialist, JD Edwards, SQL DBA, DevOps

TRANSUNION HEALTHCARE

Greenwood Village, Colorado

Account Executive

2013-2015

Managed accounts with 70 high level (or multi-billion-dollar) clients to develop strong relationships and determine correct contacts and decision-makers. Utilized Salesforce to submit legal requests, track results, and analyze client upsell potential. Set up meetings with external sales representative to strategize and pursue cross-sell opportunities with decision-makers at client facilities. Documented and tracked all calls and outreach in organized system.

Client Operations Specialist

Assisted external client managers with assignment of procedure codes, setting up user roles and information requests. Helped coworkers resolve complex calculation issues regarding eligibility benefit parsing for client inquiries. Cultivated strong personal relationships with clients. Analyzed and entered various payer contracts into ClearIQ and ClearQuote contract database. Escalated and helped resolve over 300 queries per month, initiated process tracking and streamlining procedures, and contributed new material to the knowledge base solution.

SPECIALIZED LOAN SERVICING

Littleton, Colorado

Relationship Management Specialist

2012-2013

Mastered computer databases such as Fiserv, CRW, Lyrical, and PaperVision. Utilized systems to analyze situations and account data to provide customized solutions to callers. Multi-tasked to input data into Fiserv, CRW, and PaperVision while simultaneously speaking on phone with clients, ensuring accurate data input and timely conclusion of call. Gathered information from multiple sources, reassessed problem, and identified quick resolutions for client support issues.

- Trained team of 11 colleagues on proper procedures for managing multiple computer programs while documenting client information, improving KPI statistics.
- Achieved consistent ranking as top agent out of 150 agents, with KPI statistics of wrap time less than one minute and QA average above 97%.

ADDITIONAL EXPERIENCE AND INTEREST

CHSM - Colorado Health Strategy and Management - **Board Membership Chair**, 2019

TALBOTS, Littleton, Colorado, **Sales Representative**, 2002-2005, **Shipper and Receiver**, 2007-2012. Greeted customers completed window designs, cleaned, organized, inventoried products on-hand, handled shipping and receiving for store while training additional personnel.

CATERING TO YOUR HEALTH, Lakewood, Colorado, **Owner, Executive Chef**, 2010-2012. Maintained and grew relationships with existing clients and sourced new clientele to significantly increase overall revenue. Tracked expenses and worked with our accountant to document and budget keeping company profitable. Managed food preparation, ingredient lists, timelines, and budgeting for multiple concurrent projects. Designed and executed creative healthy menus, and developed new recipes per client requests.

EDUCATION

FLATIRON SCHOOL, Denver, Colorado
Software Engineering Program, expected May 14, 2021

JOHNSON & WALES UNIVERSITY, Denver, Colorado
B.S., Culinary Nutrition, 2010

JOHNSON & WALES UNIVERSITY, Providence, Rhode Island
Degree in Culinary Arts, 2004