

Mako Wusstig

Shelton, WA 98584

wusstig.mako@gmail.com

+1 971 341 0871

Professional Summary

Motivated IT student with a strong foundation in software development, systems, and front-end technologies. Currently pursuing a B.S. in Information Technology (Software Development) and Meta's Front-End Developer Certificate. Proven experience in customer service, technical systems (EMR), and troubleshooting. Eager to launch a career in tech support, QA, or web development, with a passion for continuous learning and real-world impact.

Authorized to work in the US for any employer

Work Experience

Patient Service Specialist

Providence St Peter Hospital-Olympia, WA

January 2025 to Present

- Support patients with scheduling, billing, insurance verification
- Maintained EMR system (Epic), update records, processed co-pays
- Deliver technical and interpersonal support in a high-pressure healthcare setting
- Obtain insurance authorizations

Administrative Assistant

Providence St Peter Hospital-Olympia, WA

May 2024 to January 2025

- Supported executive teams, organized reports and event logistics
- Managed office systems and expense tracking
- Maintained accuracy and security of sensitive data

Clinical Secretary

Providence Outpatient Rehab-Lacey, WA

January 2022 to May 2024

- Transcribed referrals, verified insurance, managed scheduling in Epic
- Trained new clerical staff in system navigation and HIPAA compliance
- Ensured patient records and referrals were accurate to avoid billing errors
- Obtained insurance Authorizations

Hospital Access Monitor

Providence St. Peter Hospital-Olympia, WA

July 2021 to January 2022

- Screening visitors by taking temperatures and enforcing Covid-19 rules and regulations within the ER department
- Uphold visitation policy with every patient/visitor within the ER

- Communicate with ER/Tower sta to verify identity of a patient that a visitor would like to see
- Coordinate with ER/Tower sta to collect and deliver patient items
- Acknowledge and uphold the hospitals “No patient can be denied” however, also upholding the “Zero violence” toleration policy.
- Light maintenance duties

Education

Online course in Front-End Development

Coursera-Remote

Present

3 out of 9 certifications completed:

1. Introduction to Front-End Development
2. Programming with JavaScript
3. Version Control

Bachelor's degree in Information Technology (Software Development)

Southern New Hampshire University-Remote

May 2024 to Present

Expected Graduation: April 2026

GPA: 3.739

President's List (Summer 2024, Fall 2024, Spring 2025)

Honor Roll (2024 C-3, C-4, C-5, C-6 | 2025 C-1, C-2)

GED

Chemeketa Community College-Salem, OR, US

Skills

- HTML
- SQL
- EMR systems
- CSS
- Python
- Software troubleshooting
- Java
- JavaScript
- Epic (4 years)

Awards

Honor Roll

2024 C-3, C-4, C-5, C-6

2025 C-1, C-2

President's List

Fall 2024

Summer 2024

Spring 2025

Certifications and Licenses

Version Control

July 2025 to Present

Introduction to Front-End Development

June 2025 to Present

Programming with JavaScript

June 2025 to Present

Driver's License

AED Certification

July 2023 to July 2025

CPR Certification

July 2023 to July 2025

Additional Information

Projects:

Custom Gaming PC Build (Ongoing)

- Designed, built, and upgraded gaming PCs for personal and client use, enhancing performance and customization.
- Diagnosed and resolved hardware and software compatibility issues to optimize system functionality.
- Provided informal IT support and installation guidance to non-technical users, improving user experience and satisfaction.

Personal Portfolio (In Development):

- Developing a one-page portfolio using HTML and CSS, leveraging Visual Studio Code for streamlined coding and design.
- Showcases front-end development skills and projects, aimed at building an online presence and attracting potential employers.