MERCEDES G. MIRANDA

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Summary

Versatile professional with a technical background in administrative tasks, creative marketing, and front-end development. Proven ability to handle various responsibilities efficiently and provide exceptional support to ensure smooth operations. Possess excellent organizational and multitasking abilities to meet deadlines and deliver outstanding results. Skilled in various coding languages and, such as HTML, CSS, with basic knowledge of JavaScript and administrative software. Dedicated team player with a strong work ethic and a commitment to achieving organizational goals.

Technical Skills and Coding Language

Administrative: Microsoft 365, Google Workspace, Slack
Creative & Marketing: Adobe: Illustrator, InDesign
Software& Platform: HTML5, CSS3, JavaScript, RESTful API, React, Express, Node.js, VSCode, Bootstrap, Spring Boot, Git & GitHub, SQL & NoSQL

Education

Per Scholas, NY | Software Engineering   Anticipated Graduation: September 2023
NYC College of Technology, NY | Computer Engineering   Anticipated Graduation: May 2024
Credit Earned: 120 credits

Experience

Administrative Assistant & Marketing Associate

Comprehensive Professional System, Inc., New York, NY   09/2018 – 03/2020

- Assisted in the development and maintenance of marketing materials, such as brochures, flyers, presentations, and promotional content
- Collaborated with cross-functional teams such as sales, product development, and design to ensure alignment and effective communication
- Maintained and updated customer databases and Customer Relationship Management (CRM) systems with accurate and relevant information
- Analyzed market research findings to provide insights and recommendations for marketing strategies, campaigns, and product/service positioning

Customer Service Specialist & Clerk

Comprehensive Professional System, Inc., New York, NY   04/2015 – 09/2018

- Provided excellent customer service to patients and insurance providers, while addressing inquiries, resolving issues, and ensuring a positive experience throughout the billing process
- Collaborated with healthcare providers, physicians, and other medical staff to clarify coding and documentation requirements, resolve billing-related issues, and ensure accurate billing practices
- Reviewed patient medical records and assigned appropriate medical codes for procedures, diagnoses, and treatments using standard coding systems
- Prepared and submitted insurance claims electronically or via paper to insurance companies, including accurate documentation of services rendered, codes used, and supporting documentation