

SKILLS

JavaScript	MySQL
HTML	JSON
CSS	Express.js
React.js	REST API
Node.js	JQuery

CONTACT



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(619)822-9362



LinkedIn



GitHub

San Diego, CA



EDUCATION



**UNIVERSITY OF CALIFORNIA,
SAN DIEGO EXTENSION**
Software Engineering Certification
Expected Completion **May 2022**



NATIONAL UNIVERSITY
Master of Business Administration –
Specialization in
Organizational Leadership
2015



**UNIVERSITY OF CALIFORNIA,
SAN DIEGO**
Bachelor of Arts,
Human Development
2009

JOSEPH A. HILL, MBA

FULL-STACK DEVELOPER

CAREER OBJECTIVE

Extensive experience with increasingly complex and challenging assignments in the areas of administration, accounting, supervision, and quality assurance. Proven ability to meet deadlines, deliver superior performance, and excel in challenging environments. Applies strong analytical skills to inform senior management of key trends and operates with a strong sense of urgency. Core competencies include:

Project management • Time management • Multitasking • Effective communication • Teamwork
• Analytical skills • Client relations • Customer Service • Financial reporting • Administrative processes • Information management • Attention to detail

EXPERIENCE

KAISER PERMANENTE

Account Administrative Representative

(August 2019 – Present)

- Performing account maintenance, billing, reconciliation, reporting, and customer service-related activities
- Identifying, researching, and reconciling billing payments amounts to ensure accurate eligibility determination, payment, revenue, and membership records
- Setting up and maintaining member data including but not limited to processing enrollments, corrections, retroactivity adjustments, and terminations
- Serving as membership liaison for multiple books of business while supporting eligibility, membership, and billing inquiries
- Prioritizing work in accordance with workflow management and direction from senior team members and ensured all high-priority work was completed expeditiously and accurately
- Focusing on results, technical proficiency and problem-solving through continuous adherence to policies and procedures, customer service, and attention to detail

AXOS BANK

Deposit Operations Specialist

(July 2018 – July 2019)

- Created customer online banking access needs and educated them on available features for their individual profiles
- Audited, managed and tracked essential bank documents to ensure consistency and compliance with Axos' Standard Operating Procedures and Working Process Documents
- Served as technical support when issues arose with a customer's online/mobile banking portals
- Collaborated with software developers to help resolve all technical issues associated with the customer's online banking access
- Responsible for processing daily ACH transactions, banking research, and reviewing mobile deposit items
- Assisted in client account maintenance and ensured all information provided for each profile was accurate and up-to-date

DONNELLEY FINANCIAL SOLUTIONS

Project Manager

(March 2011 – May 2018)

- Created customer online banking access needs and educated them on available features for their individual profiles
- Effectively coordinated with CFOs, CEOs, and their legal counsel to plan for their upcoming SEC EDGAR filing
- Helped organize all required data elements needed for SEC EDGAR filings and/or composition
- Provided guidance and direction for the clients, departments, and team members to establish realistic goals for project success
- Diligently processed, reviewed, and prepared documents per SEC regulations, ensuring the highest quality for client delivery
- Engaged with multiple departments such as Composition, Desktop, Prepress, Manufacturing & Shipping to ensure the customers' job requirements for filing and printing were met and completed under the highest standards
- Proactively kept customers informed with their job status, provided additional information on current jobs, directed changes to jobs, as needed, and provided appropriate solutions for all issues presented
- Frequently checked in with client to adapt to their work habits, needs, and personalities
- Continuously focused on finding new ways to build upon positive client rapport