

Ryan A. Grogan

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SKILLS

Epic EMR:

- Navigate efficiently while customer facing
- Deep understanding of software to speedily resolve issues within Patient Access
- Determined and outlined patient needs
- Provided elbow support to coworkers

Customer service:

- Attention to detail
- Motivated
- Positive attitude
- Task management oriented
- Adaptable to fast paced environments
- Professionalism in the face of confrontation

Technical:

- HTML
- CSS
- Java
- JSX
- Python
- Microsoft Office
- Web Developer
- Blender 3D animation
- Excel in analyzing work systems for maximum efficiency
- Version control with Git and Github

Bilingual: **Japanese**

WORK EXPERIENCE

Barnes Jewish Hospital

4291 Parkview Pl, St. Louis, MO 63110

August 2023 to present.

Patient Access Representative

Duties, Accomplishments and Related Skills:

- Checking patients in and out when they arrive for medical appointments.
- Answering the phone to address patient inquiries and scheduling appointments.
- HIPAA Compliance training complete for management of sensitive patient information.
- Communicating information and important details to other medical care staff
- Contacting insurance companies regarding coverage, preapprovals billing, and other issues
- Processing payments from patients and handling billing issues between patients and insurance companies
- Managing various types of paperwork and other clerical duties

Calypso Spirits Bar

1026 Geyer Ave, St. Louis, MO 63104

May 2023 to September 2023

Bartender

Blood and Sand

1500 St. Charles St., Saint Louis, Missouri 63103

January 2022 to March 2023

Server

Duties, Accomplishments and Related Skills:

- Enhancing customer experiences and building base loyalty
- Mediating conflicts by taking on mid-level and senior responsibilities to fulfill needs of the company and ensure smooth flow of operations
- Consistently surpassing company goals by expanding profit via strategic promotion of seasonal events and memberships to customers
- Consistently leverage persuasive communication skills to become top sales performer
- Deliver legendary customer service to all customers
- Discovers and responds to customer needs

Quiora

383 Kalaimoku St., Honolulu, Hawaii 96815

March 2021 to November 2021

Server

Duties, Accomplishments and Related Skills:

- Dedicated team member
- Excellent team player
- Recognized by General Manager for infectious work ethic and motivation
- Provided exemplary customer service
- Maintained a positive attitude and calm demeanor throughout dinner service
- Communicated and organized proper dinner service to guests
- Maintains regular and consistent attendance and punctuality

EDUCATION**Central Washington University**

Bachelor of Arts in Japanese language and Mathematics minor

- Provided international tutoring for Chinese and Japanese students in English, mathematics, and general topics
- Collaborated in group projects to review code and executed programming schematics
- Developed international relationships with native Japanese students to improve conversational skills and fluidity of language

Codecademy Full-Stack Engineer Certification courses

- Basics of web development using JavaScript, HTML and CSS
- Version control projects utilizing GitHub
- High pace learning and integration into scheduled projects
- personal portfolio website [RyanGrogan416/RyanGroganPortfolio.github.io](https://github.com/RyanGrogan416/RyanGroganPortfolio).git