



# 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
- Communicating information and important details to other medical care staff
- Processing payments, handling billing issues between patients and insurance companies
- 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
- React
- 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
- Developed personal portfolio: [Ryan Portfolio link](#)