**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 stuff
* Contacting insurance companies regarding coverage, preapprovals billing, and other issues
* Processing payments from patience 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](https://ryangrogan416.github.io/RyanGroganPortfolio.github.io/)