

# Son Giang

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## Professional Summary:

Versatile and engaging professional with a multifaceted skill set spanning customer service, inventory management, and a robust foundation in technology and coding. Proficient in seamlessly transitioning between diverse roles, adept at delivering top-tier customer service while leveraging technical expertise in computer science. Accomplished as a nail technician, specializing in sanitation procedures, pedicures, manicures, and acrylic nails. Demonstrated success in conflict resolution, time management, and financial administration. Eager to merge technological proficiency with a customer-centric focus in a dynamic tech environment.

## Skills:

- Sanitation Procedures
- Pedicures
- Manicures
- Nail Preparation
- Acrylic Nails
- Conflict Resolution
- Time Management
- Inventory Controls
- Sales Proficiency
- Financial Administration
- Relationship Development
- Problem Resolution
- Proficient with Computers and Coding

## Additional Qualifications:

- Programming Languages: Proficient in HTML, CSS and JavaScript.
- Software Development: Experienced in React.js
- Problem-Solving: Proven track record in creative problem-solving, adapting coding solutions to meet unique challenges.

- **Adaptability:** Successfully transitioned between roles, showcasing versatility and quick adaptation to new environments.
- **Collaboration:** Adept at working in cross-functional teams, fostering productive collaborations.

## Work History:

### Office Manager | 9/2021 to present Hue N. Vo, MD - Denver, CO

- **Insurance Management:** Proficiently managed medical insurance processes, including verification, submission of claims, and resolution of insurance-related issues. Ensured accurate billing and timely reimbursement.
- **Healthcare Provider Coordination:** Successfully coordinated and scheduled healthcare providers, optimizing daily operations and ensuring efficient patient care delivery.
- **Lab Procedures with ICD-10 Codes:** Demonstrated expertise in laboratory procedures, including familiarity with ICD-10 codes for accurate coding and documentation. Ensured compliance with industry standards.
- **Patient Management:** Oversaw patient management processes, from appointment scheduling to ensuring a smooth check-in and check-out process. Prioritized patient satisfaction through effective communication and assistance.
- **Billing and Claims Processing:** Spearheaded billing operations, managing the end-to-end billing process, from coding to claim submission and follow-up. Achieved a high rate of clean claims, minimizing denials.
- **Medical Records Management:** Implemented efficient systems for the organization and maintenance of medical records, ensuring compliance with privacy regulations and facilitating seamless retrieval when necessary.
- **Appointment Scheduling:** Optimized appointment scheduling processes, balancing provider availability with patient needs. Implemented strategies to minimize appointment wait times and enhance overall patient experience.
- **Revenue Cycle Management:** Implemented strategies for effective revenue cycle management, including optimizing charge capture, reducing billing errors, and improving overall financial performance.
- **Patient Communication:** Established and maintained effective communication channels with patients, providing information about appointments, test results, and general inquiries. Implemented patient education initiatives.
- **Credentialing:** Managed healthcare provider credentialing processes, ensuring providers remained compliant with licensing and certification requirements. Facilitated the onboarding of new providers.

- **Electronic Health Record (EHR) Proficiency:** Demonstrated proficiency in utilizing Electronic Health Record systems to streamline administrative processes, enhance data accuracy, and improve overall office efficiency.
  - **Staff Training and Development:** Conducted training sessions for office staff on best practices, compliance guidelines, and new technologies, contributing to a well-trained and motivated team.
  - **Quality Assurance:** Implemented quality assurance measures to ensure accuracy and completeness in all aspects of office operations, maintaining a high standard of care and service.
  - **Regulatory Compliance:** Maintained up-to-date knowledge of healthcare regulations, ensuring the practice's adherence to industry standards and compliance with relevant laws.
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#### **Sales Associate | Nordstrom Rack - Lakewood, CO | 8/2020 to 8/2021**

- **Exceeded Monthly Sales Targets:** Consistently outperformed monthly sales goals through a combination of extensive product knowledge, engaging customer interactions, and strategic upselling techniques.
- **Client Relationship Development:** Fostered enduring connections with customers, resulting in a remarkable rate of customer retention and overwhelmingly positive feedback.
- **Product Expertise:** Demonstrated an intricate understanding of Nordstrom Rack's product offerings, enabling the delivery of personalized recommendations and advice tailored to individual customer needs.
- **Visual Merchandising Contribution:** Played a pivotal role in enhancing the store's visual appeal by actively participating in merchandising initiatives, contributing to an aesthetically pleasing and organized sales floor.
- **Team Collaboration:** Collaborated seamlessly with team members to establish a positive and productive work environment, emphasizing effective communication and fostering teamwork.
- **Adaptability to Change:** Successfully navigated and adapted to changes in merchandise, promotions, and sales strategies, showcasing flexibility and resilience in a dynamic retail setting.
- **Prompt Customer Issue Resolution:** Demonstrated a proven ability to address customer concerns promptly and effectively, ensuring consistently high levels of customer satisfaction and loyalty.
- **Cash Handling Accuracy:** Maintained a high level of accuracy in cash handling and transaction processing, contributing to a secure and efficient checkout process.

- **Active Participation in Promotions:** Actively participated in promotional events and sales campaigns, contributing significantly to the overall success of targeted marketing initiatives.
  - **Loss Prevention Vigilance:** Vigilantly adhered to and enforced loss prevention measures, minimizing inventory shrinkage and ensuring a secure shopping environment for customers.
  - **Upselling Mastery:** Exhibited proficiency in upselling and cross-selling techniques, contributing substantially to increased average transaction values.
  - **New Team Member Onboarding:** Played a key role in the training and onboarding of new team members, sharing valuable product knowledge and sales strategies to enhance overall team performance.
  - **Exceptional Customer Service:** Consistently provided unparalleled customer service, creating a positive and memorable shopping experience for customers.
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#### **Nail Technician | Special Nails - Wheat Ridge, CO | 7/2015 to 3/2020**

- **Customer Satisfaction Cultivation:** Delivered exceptional customer service, consistently cultivating high levels of satisfaction and loyalty among clientele.
  - **Precision in Nail Procedures:** Executed precise nail procedures, including meticulous preparation, shaping, and polish application.
  - **Workstation Hygiene Adherence:** Maintained a pristine and sanitized workstation in strict compliance with health and safety regulations.
  - **Effective Communication with Management:** Communicated effectively with management to promptly address customer issues and concerns, contributing to overall customer satisfaction.
  - **Advanced Nail Technique Proficiency:** Demonstrated proficiency in advanced nail techniques, particularly excelling in gel application and intricate nail art designs.
  - **Punctuality and Attendance Excellence:** Exhibited unwavering punctuality and attendance throughout the tenure.
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**Cashier | Millennium Trenz (cell phone/cell service company) - Denver, CO | 06/2014 to 6/2015**

- **Merchandising Optimization:** Orchestrated the organization and restocking of merchandise to optimize product sales and enhance the overall shopping experience.
- **Customer Assistance and Loyalty Programs:** Assisted customers in completing seamless purchases, locating items, and enrolling in loyalty programs to promote customer satisfaction and loyalty.
- **Precise Cash Management:** Conducted precise cash drawer counts at the beginning and end of shifts, ensuring accurate financial records.
- **Comprehensive Financial Reporting:** Delivered comprehensive financial reporting, contributing to sound financial accounting practices and accurate financial documentation.
- **Exceeding Upsell Goals:** Surpassed upsell goals through strategic promotional approaches, contributing to increased revenue.
- **Discrepancy Resolution:** Successfully resolved discrepancies between accounting information and the cash drawer, ensuring financial accuracy.

**Education:** *Alameda International Junior/Senior High School - Lakewood, CO | High School Diploma*  
05/2014