

Stephon L. Smith (He/Him)

Full Stack Web Developer | Analyst | Former WWE Referee

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Professional Objective

To improve business and consumer impact by implementing years of hands on and educational experience involving full stack web development, business operations, customer service, data entry and analysis, and consistently performing under high pressure situations in front of over 700,000 viewers.

Core Competencies

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|--------------|-------------------|------------------------------|-------------------------------------|
| • HTML | • SQL/NoSQL | • JSON | • Healthcare Knowledge & Experience |
| • CSS | • MongoDB | • Microsoft Office Suite | • Process Improvement |
| • JavaScript | • Express | • Customer Service | • Leadership |
| • jQuery | • MVC | • Training | • Highly Adaptable |
| • Node.js | • OOP | • Strong Attention to Detail | • Organizational Communication |
| • REACT | • API's (Various) | • Project Management | • Creative Thinking |

Career Highlights

- Managing flow of matches for live events and shows consisting of ensuring talent was in designated area, audience engagement and participation was high, and each match would run smoothly.
- Trained small teams averaging 10 people quarterly on basic match operations including but not limited to ring setup and breakdown processes, performance best practices, and how to utilize referees during high pressure situations.
- Demonstrated excellent verbal and non-verbal communication in high pressure situations with talent and staff during live television and events averaging 700,000 viewers.
- Performed the installation, maintenance, and termination for various Humana market physicians and facilities. Tasks included performing updates to legacy code for 150+ physicians, medical groups, and/or medical facilities to ensure files were up to date with current standards. Data analysis, time management, organization, and teamwork were essential.
- Oversaw the installation, maintenance, and termination of physician and medical facility contracts for several health groups within North Carolina.
- Received inbound calls to input, update, and relay information related to prior authorization of medical procedures for Humana members while also following Humana and HIPPA guidelines.
- Collaborated with team members and performed as an individual contributor on various projects focused on front-end, back-end, and server side web development while utilizing HTML, CSS, JavaScript, MERN stack, Object Oriented Programming (OOP), MVC, and API's.
- Over 15 years experience in customer service across various retail and hospitality industries.

Education

Certificate - Coding Bootcamp (November 2020)

University of Central Florida

B.S. Psychology with Sociology/Anthropology (December 2011)

Towson University

Work Experience

World Wrestling Entertainment

Orlando, FL

Referee/Floor Manager

October 2019 - September 2021

Humana Insurance Company

Louisville, KY

Network Operations Coordinator 4

October 2018 - October 2019

Provider Installation Representative

March 2017 - October 2018

Provider Installation Professional

March 2015 - March 2017

Clinical Guidance Specialist (Inbound / Outbound Call Center)

December 2013 - March 2015