## PROFESSIONAL SUMMARY

## Full Stack Web Developer from San Diego with a life-long dedication to learning and his sights set on a full-time web development position. Effective at combining creativity and problem solving to develop user-friendly applications. Adept at building a sophisticated website with full database backend all the way from mockup to rollout as well as working with diverse teams to implement projects. Past experience in the Pharmaceutical industry as well as Political Consulting and nearly a decade of customer service and leadership roles

## TECHNICAL SKILLS

Experienced with both front-end and back-end development in the MERN stack. Skilled in the use ofHTML5, CSS3, Javascript, jQuery, Node.js, Express, Firebase, MySQL, Sequelize.js, Handlebars, MongoDB, Mongoose, and React. As well as Front-end Frameworks such as Bootstrap, Materialize, Bulma.io, and Material Design/Material Design Lite.

## EXPERIENCE

## Covance Inc. San Diego, CA

*Program Specialist (contracted through Corestaff)* October 2017-April 2018

Provided case management services and was primary point of contact for patients and providers for multiple programs within Covance. Responsible for quickly responding to incoming calls & faxes, identifying how best to assist, owning issues, and removing obstacles that are preventing patients or providers from accessing treatment, and documenting calls in a clear, concise, and detailed manner. Processed a wide variety of patient applications, following each program's varying guidelines to determine eligibility for assistance, placing follow up calls to the patient or provider to gather additional information, and coordinating with partner distributors and the pharmaceutical manufacturer for requests for products or tracking of shipments. Recognized multiple times for near perfect metrics, moved through new training programs at an accelerated pace in recognition of top performance as well as being assigned to assist in the training of new team members. Provided new agents with scripts and resources personally created to ease the learning curve of starting their new program. Very familiar with insurance options and the marketplace, and educated patients on their options if they were eligible for coverage. Conducted insurance verifications to see if their therapy would be covered for those that already had insurance, including the prior authorization process, and, if necessary, finding alternative funding sources.

## GreatCall, Inc. Carlsbad, CA

*Customer Service Agent* March 2016-February 2017

Customer Service Agent for GreatCall, a cell phone and safety device provider. Handled a multitude of incoming calls from customers each day, regarding issues ranging from emergencies, to disconnects, troubleshooting, billing questions, rate plan changes, retentions, and more. Handled a high volume of calls every day with the goal of one call resolution for every customer’s problem. Also responsible for meeting adherence, revenue, and retention goals and recognized for the highest retention numbers of the team. Created multiple new policies regarding exchanges and returns adopted by corporate and used to significantly increase retention rates company-wide.

## Reuters/Ipsos Encinitas, CA

*State Director* September 2014-November 2014

*National Field Team*

In recognition of excellent work during the Election Systems contract, Corey was brought on as the State Director of Montana for the Reuters/Ipsos Election Reporting Project (RIERP), as well as being brought on to the National Field Team. As State Director he coordinated 5 Regional Coordinators and 56 Election Agents to ensure that all 56 counties of Montana had proper coverage for the night and that all results were reported as soon as they were available. In preparation for Election Day efforts included building upon previously gathered data to work as a team to finalize the new contact network, and on Election Day all 56 counties were successfully reported, one of only a few states that managed to do so. On the National Field Team he filled in for State Directors where needed, managed conference calls with Election Agents, State Directors and Regional Coordinators across the country to answer questions and provide technical assistance where needed. Made calls to investigate counties with contentious Election Officials and resolved issues. Compiled ballots for processing results on Election Day.

## Election Systems Inc. Carlsbad, CA

*Data Coordinator/IT Technician* June 2013-September 2014

Worked on multiple projects with ESI, starting with the Reuters/Ipsos project, made phone calls and reached out to local election officials across the country, built a contact network from the ground up for the new Election Results reporting project. On additional projects qualified petitions for the ballot; Processed and validated petitions for errors, duplicates, fraud, etc. Primarily created Excel spreadsheets and entered results of processing/validating, consolidated information, coordinated with subcontractors for receiving and follow up, communicated the processing/validation results and discussed any issues. Promoted and given responsibility for in-house IT work, computer set up, troubleshooting, network set up, minor server tasks (MySQL), etc.

## The Home Depot Encinitas, CA

*Head Cashier* December 2008 –March 2013

Promoted from Cashier in less than 6 months and recognized multiple times for excellent customer service. Responsible for expediting customers through the store's registers by ensuring the efficient operation of the cashier team and front-end operations. Assisted in the supervision and training of Cashiers, taking over Cashier duties as needed and maintenance duties. Provided a fast, friendly, accurate checkout and excellent customer service. Trained new Cashiers in proper procedures and Code of Conduct. In charge of running the front end, managing breaks and lunches, ensuring there were no lines, and that the lot was clean, with carts available for all customers. Identified and acted to resolve any issues that occurred on the front end. Ensured that monthly training was completed on time and identified areas for improvement for Cashiers and coached or retrained them as needed.

## TRAINING and EDUCATION

**UC San Diego Extension** San Diego, CA

###### Full Stack Web Development Bootcamp July 2018

A full time student in the fast paced full stack flex program covering theory and application of web development. Curriculum covered HTML5, CSS3, JavaScript, Java, jQuery, Responsive Design, Bootstrap, Firebase, Cookies, Local Storage, Node.js, Express.js, React.js, Database Theory, Handlebars, MongoDB, Mongoose, MySQL, Sequelize, Security and Session Storage, User Authentication, Command Line, Git, and more.

**Mira Costa College** Encinitas, CA

*Phi Theta Kappa*  August 2012-December 2016

*President’s List*