Christopher C. Saechao

Full Stack Developer

Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

Work History

2017-12

Present: Patient Access Specialist

Kaiser Permanente

- Appointing: Review medical chart to appoint according to scripts and guidelines
- Schedule/reschedule/cancel appointments for services
- Places calls for appointment reminders and quality measure outreach
- Collect care specific information for Primary Care or Specialty Care services
- Messaging: Review medical chart to collect information for messages to send to health care team
- Routes incoming calls from patients, physicians, nurses and other departments
- Answers routine administrative inquires
- Forwards medical and other complex inquires to appropriate personnel
- Take messages as necessary
- Manage electronic in-basket in multiple system applications
- General Services: Assist patients by providing phone numbers, facility directions and office layouts; directing to other departments and administrative services for further information, for example (but not limited to) Membership Services, Dental and Pharmacy
- Handle ingoing and outgoing departmental mail and correspondence with patients
- Registration: Verify insurance eligibility and/or

Contact

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LinkedIn
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Skills

Data entry - 5 years

JavaScript - 1 years

Computer building - 6 years

Java/ Python/ C++/ C# Coding understanding

CSS proficiency

.NET development

Database programming

HTML and XML Expertise

Testing and maintenance

Code reviews

Flexible and Adaptable

Detail Oriented

Gaming design

update all demographic information per regional policies, including Personal Provider Selection, Language Preference and Special Needs

- Request and/or obtain a patient medical record number when necessary
- Verify health insurance coverage and follow appropriate policy/procedure
- Explain co-pays, cost shares and any other applicable fees
- Create Guarantor accounts as necessary before and after Membership Service Department hours
- Complete Scheduling form with above data and transfer to the Registration for completion of the pre-registration and pre-verification functions
- Refers to the financial counselor/ Collect past due balances as appropriate
- Practice Organization: Coordinate referrals process including wait lists per department policies and procedures
- Track referrals to specialty care by utilizing the consultation/referral system as needed in those areas where this responsibility currently exists for the individual in this classification
- Request copies of films, CD's, test reports, and results from outside facilities
- Coordinate schedules per department guidelines to maximize access
- Collect and organize data per department guidelines
- Develop and submit ongoing reports as requested including statistics, charts, and graphs using multiple computer programs and business math skills
- Update departmental policies and forms

2017-05 - 2017-11

Ava Roasteria, Barista

- Create cold/ hot drinks to customers preference
- Provide excellent customer service to customers
- Demonstrate understanding of coffee beans and process of creating each drink
- Must have good math skills and 10-key skills required
- Keep work area clean throughout shift
- Enjoy working in a team environment.

Languages

Spanish

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Native or Bilingual

2016-07 -
2017-05

Member Coordinator

Hannah the Pet Society

- Interact with internal/external customers to build lasting relationships
- Assist administration office in various duties
- Answer inbound telephone calls from external customers provide excellent customer service
- Demonstrate a deep understanding of the Hannah brand
- Tell the Hannah story in a way that results in positive word-of-mouth referrals and future members
- Clean and maintain showroom where pets are being showcased to external customers
- Provide coffee and refreshments for customers
- Provide data entry when necessary for members accounts
- Manage changes to members accounts with company software

2015-09 -
2016-07

Cashier Customer Service

Uwajimaya Asian Market

- Provide excellent customer service to internal/external customers
- Must have good math skills and 10-key skills required
- Ability to operate register and scanning machine preferred
- Ability to acquire good overall store, product and general pricing knowledge
- Must be able to work at least one or both weekend days
- Ability to become familiar with store merchandise and basic uses of products.

Education

2023-02   **Full Stack Certificate**

University of Washington

2013-01   **High School diploma**

Jesuit High School

Certifications

Certified Full Stack Developer - Feb 8