

Data Analyst Data Analyst Data Analyst - Pacific Staffing Citrus Heights, CA One-year experience of Data Entry & Data Analyst One-year experience of Customer Service Four years effective Front- End Developer experience Self-taught: HTML, HTML5, CSS3, JavaScript, Python, C++, WordPress, Adobe Photoshop, MySQL, Microsoft Office, Excel, Outlook, (GeoJSON - learned on the job) Four years effective Social Media experience (Facebook, Instagram, Twitter, YouTube, Snapchat) One-year experience Help Desk Technician Fluent in Arabic and English Green Card holder (Becoming citizen in one year) Work Experience Data Analyst Pacific Staffing November 2018 to Present Duties may include processing provider applications, research, verifications and preparation of files for Credentialing Committee review. Research and obtain further information for incomplete documents. Review data for deficiencies or errors, correct any incompatibilities and enter them into Salesforce. Payment processing/payment collections. Front End Developer - Freelancer Assisted Web Design Company April 2014 to Present Assisted Web Design Company with enhancing their web presence to include design, structure, and style of websites. Translated designs to front- end code, estimated time and costs, and determined developer requirements and specifications. Viewed, Edited and added pages to the client's WordPress environment, and changed information from old web pages. Supported clients to answer queries, located information and reviewed technical requirements. Supported new personnel software, programs and operational instructions. Troubleshoot and resolved cases and by reviewing critically and prioritizing resolution of issues. Front End Developer OpenThink Technology - Sacramento, CA June 2018 to September 2018 Internship) Web Developer IT Department at American River College - Sacramento, CA January 2018 to May 2018 Internship) Customer Service Representative Maximus - Folsom, CA June 2017 to December 2017 Provided customer support in busy call center environment for Healthcare option ACD calls. Provided customer service, building productive relationships, resolving complex issues and winning customer loyalty. Worked independently and with a team with minimal supervision; demonstrated initiative. Listened attentively, solved problems creatively and used tact and diplomacy to achieve win-win outcomes. Used problem solving, critical thinking and effective negotiation skills. Help Desk

Technician LNC Company July 2014 to September 2015   Serving as the first point of contact for customers seeking technical assistance over the phone or email.   Performing remote troubleshooting and run diagnostic programs to resolve problems.   Install, modify, and repair computer hardware and software.   Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems. Education AA Degree in Database Management American River College - Sacramento, CA March 2016 to Present Drawing & Animation Khan Academy Skills Excel, access, SQL

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