

Nav Loveday  
Junior Software Developer  
Carmel, IN 46032

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Entry Level JavaScript developer with exceptional communication skills and attention to detail. Pursues a superior level of client relations to stimulate recurring business. Aspires to cultivate a progressive workplace culture with a focus on constant improvement.

<https://adventurenav.github.io/portfolio/>

## **Work Experience**

*Lending Specialist NextGear Capital - Carmel, IN May 2018 to August 2020*

Lending department application data entry. Previously CSR Inbound call center. Placed top 3 on the call center ranker since out of training. Handling escalated calls.

*Office Manager Deldar Dental - Noblesville, IN December 2016 to May 2018*

Responsible for patient telecommunication, scheduling, and treatment coordination; claims, accounts receivable, accounts payable, social media content supervision & contribution, networking, and marketing & event coordination. Dramatically restructured front office organization. Developed membership program. Enhanced and furthered relationships with referring providers and hosted community workshops for TMJ patients and healthcare professionals. Provided daily support to back office through four handed dentistry, x-ray exposure, charting, and EMG/TENS application.

*Shift Leader Indianapolis Market June 2009 to February 2018*

Monitor, document, and control food cost, labor, team member training, and cash flow. Interact with customers in person and by phone while upholding excellent customer service.

*Front/Back Office Assistant Indy Dental Group December 2014 to October 2016*

Schedule regulation, patient account administration, treatment plan fabrication, and insurance verification. Communicate with patients and referring offices through phone, email, mail, and texting. Maintain patient flow using attention to detail to ensure a remarkable patient experience.

## **Education**

ElevenFifty Academy Fishers, IN Web Development Bootcamp July 2020 to October 2020

Kaplan College - Indianapolis, IN Dental Assisting Certificate November 2013 to November 2014