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Solomon D. Santos

EDUCATION

UC Berkeley Extension, Berkeley, CA – *Certificate of Completion*

December 2022 – March 2023, Remote

A three-month full stack web development coding boot camp with UC Berkeley Extension.

Academy of Art University, San Francisco, CA – *Associates of Fine Arts Degree*

September 2011 – December 2015, San Francisco, CA

Emphasis in documentary and fine art portraiture photography.

EXPERIENCE

SHARP, Coronado, CA – *Patient Access Services Representative*

June 2023 – Current

- Requested payment of co-pay, deductible, estimated out-of-pocket, or good-faith deposit in a manner specified in department and hospital policies.
- Communicated effectively both orally and in writing, sufficient to perform the essential job functions. Use tact and empathy in working with customers under stressful situations and with frequent interruptions.
- Handled outgoing/incoming Emergency Department calls, including outgoing calls for consultations and ancillary services.
- Provided ongoing support of department and hospital needs as assigned.

JMJ Financial, Aliso Viejo, CA (Remote) – *QC Review Specialist*

February 2021 – July 2022

- Analyzed financial statements, credit reports, and other documentation to ensure compliance with underwriting guidelines.
- Communicated with loan officers, processors, and closers to clarify documentation and resolve issues.
- Managed loan pipeline to ensure timely processing and closing.
- Stayed up-to-date with industry regulations, guidelines, and best practices to ensure compliance and mitigate risk.

Ricoh USA, San Diego – *Field Service Representative*

September 2019 – March 2020

- Performed and assisted with ensuring services were completed according to Ricoh Service Excellence requirements.
- Worked with a flexible schedule to cover time off requests for contracted customers' onsite staff, which may include managerial duties.
- Provided feedback and suggestions to management to improve existing processes and procedures, including validation of current systems and correct site documentation.
- Knowledgeable of all daily operations and services offered within an account base.

Design Like Whoa!, San Francisco, CA – *Production Manager*

April 2017 – June 2019

- Assisted in the creation and implementation of company-wide standards for all production processes.
- Developed new maintenance and cleaning processes for all production-related equipment and implemented initiatives through company-wide communication channels.
- Oversaw and assisted in managing all inbound and outbound stock with over 15 vendors and contractors.
- Created and executed company-wide training manual and checklists, helping increase new-hire productivity.

Design Like Whoa!, San Francisco, CA – *Retail Sales Associate*

October 2015 – March 2017

- Provided customer support and sales services for all new and existing customers helping double revenue in two years.
- Helped manage 1,800 client relationships and executed all custom garment sales orders.
- Assisted in the completion of all day-to-day print and sales operations.
- Oversaw on-site live printing events ranging from 2,000-5,000 potential customers.

SKILLS

Problem-Solving, Psuedocode, HTML5, Cascading Style Sheets (CSS), JavaScript, ES6, Command Line, Developer Tools (Elements, Console, Network, Sources, Application, etc.), Bootstrap, Bulma, Web API, jQuery, Server Side API, Third Party API, Momentjs, indexDB, Insomnia, AJAX, Fetch, JSON, Git, GitHub, Node.js, Express.js, Rest API, Serverside Templating (Handlebars), Heroku, Express Sessions, bcrypt, JavaScript Web Token (JWT), Relational Databases, MySQL, Sequelize ORM, Non-Relational Databases, MongoDB, Mongoose ODM, Object-Oriented Programming (OOP), Imperative Programming, Declarative Programming, TDD, JEST, React, React Hooks, JSX, Data Structures and Algorithms, Frontend Development, Backend Development, Full Stack Development, Performance, Webpack, PWA, Apollo GraphQL, Context API, MERN Stack, Stripe API, Redux