

CYNTHIA HUTAURUK

AURORA, CO | 720.949.3867 | CYN.URUK@GMAIL.COM | [LINKEDIN](#) | [GITHUB](#)

SOFTWARE ENGINEER · Full Stack Troubleshooter · Database Management · Auditing

Patient Account Specialist | Registration Coordinator | Customer Service Rep/Sales

Tenacious, intuitive and logical junior software engineer with **experience in healthcare data analytics, B2B customer service and user experience design** interested in creating responsive, fully-functional, and visually appealing interfaces balancing user accessibility and accurate brand representation.

CORE COMPETENCIES

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|------------------------------|---------------------------------------|---|
| • HTML/CSS/JavaScript | • SQLite/Database Management | • Service-oriented Customer Service |
| • MongoDB/Express/React/Node | • Qualtrics/Jamovi | • Abstract Problem Solver |
| • Epic/Lawson/ClickOnDMS | • Microsoft Office Suite | • Cross-functional Collaborator |
| • Figma/Lucidchart | • Strong Verbal/Written Communication | • Native Bahasa Indonesia, Limited French |

EDUCATION, CERTIFICATIONS AND TRAINING

BS – Psychology – Metropolitan State University of Denver, Computer Information Systems Minor	(2023)
Software Engineering Bootcamp – Per Scholas with ActivateWorks	(2023)
CEN REDCap Data Analyst	

PROFESSIONAL EXPERIENCE

Patient Account Specialist	Centura Health, Centennial, CO	(Jun 2014-Current)
Documented, identified, and resolved user issues using Behavior Driven Development framework during Epic training, upgrades and Commerce bank transition.		

- Accessed patient explanation of benefits (EOBs) and processed electronic remittance advice (ERA) reports on provider portals to resolve outstanding account balances in a timely manner.
- Collaborated with Regulatory Follow-up and Customer Service Refund teams for accurate and current patient accounts.
- Assisted in solving escalated accounts by researching patient payments and applying adjustments to optimize work queue flow.

Registration/Admissions Coordinator	A Hire Power, Denver, CO	(Jul 2018-Jan 2019)
Drove overall company success through shared vision and recognition of quality performance at each site.		

- Facilitated more than 650 local and international B2B booth exhibit registrations for Emerald Expositions' industry trade show, Outdoor Retailer Summer 2018, at the Colorado Convention Center.
- Conducted 3,000 ticket-to-cash customer payment transactions within Taste of Colorado Festival 2018.
- Guided attendees to concert recommendations and resources during the Luke Bryan Concert at Empower Field at Mile High.

Customer Service Representative/Sales	Avis Budget Group, Denver, CO	(Dec 2011-Mar 2014)
Recognized for monthly revenue increases by prioritizing low movement vehicles and selling luxury car upgrades under significant time pressure.		

- Automated cross-referencing of customer profiles to vehicles database and finalized 125 corporate reservations hourly.
- Audited nightly sales records, handled cash deposits and monitored car counts with management to ensure accuracy.
- Executed managerial discretion on credit card authorizations and maintained efficiency by processing offline system rentals during software updates.