

Crystal Berns

Clinton, MI 49236

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Professional Summary

Crisis support volunteer transitioning into software development with a focus on accessibility. Combines experience in survivor advocacy and crisis management with a trauma-informed approach to technology. Committed to building inclusive, accessible solutions that empower all users. Bridges the gap between advocacy and innovation to develop technology that drives meaningful, real-world impact.

Work Experience

Volunteer Support Specialist

National Sexual Assault Hotline Operated by RAINN-Remote

January 2024 to Present

- Utilized active listening skills to understand visitors concerns, validate their emotions, and provide appropriate guidance
- Participated in regular training sessions to enhance knowledge of crisis intervention techniques and stay updated on best practices in the field
- Provided immediate crisis intervention and support to individuals experiencing mental, emotional, and physical crises

Accessibility Tester

Bureau of Services for Blind Persons-Clinton, MI

September 2021 to January 2024

- Completed Orientational and Mobility Training 2022
- Completed Job Application With Speech Training, Freedom Scientific 2024
- Attended Kalamazoo Training Center for the Blind 2023
- Completed Web Accessibility and Mobile Application Training 2022

Quality Assurance Specialist

Community Psychiatry LLC-Remote

May 2021 to September 2021

- Conducted comprehensive monitoring and evaluation of customer interactions on the Patient Account Line, adhering to QA standards and departmental procedures.
- Assessed overall team performance through active listening and application of measurement instruments, aligning with regulatory and customer service benchmarks.
- Identified operational issues and partnered with technology groups to translate business needs into actionable solutions, driving enhanced business performance.

Accounting Associate

Community Psychiatry LLC-Remote

July 2020 to May 2021

- Maintained financial integrity by performing meticulous deposit reconciliations, aligning daily and weekly bank deposits with system records, and executing comprehensive bank reconciliations.
- Executed general accounting duties, including ledger reconciliations and tax report preparations for county and state compliance, showcasing attention to detail and regulatory adherence.
- Produced annual 1099 forms for vendors and processed expense submissions via Concur, highlighting proficiency in diverse accounting tasks.

Patient Account Representative

Community Psychiatry LLC-Adrian, MI
January 2020 to July 2020

- Resolved billing inquiries and disputes from patients, insurance companies, and healthcare providers
- Performed regular audits on patient accounts to identify errors or inconsistencies in billing data
- Participated in cross-functional meetings to discuss revenue cycle performance metrics

Accounts Receivable, Payment Poster

Community Psychiatry LLC-Adrian, MI
June 2019 to January 2020

- Posted and reconciled medical billing payments, ensuring accuracy and timeliness
- Applied appropriate adjustments, refunds, or write-offs to patient accounts as necessary
- Identified trends in denied claims and worked with the billing team to implement process improvements for faster reimbursement

Collection Prevention Specialist

Community Psychiatry LLC-Adrian, MI
January 2019 to June 2019

- Negotiated payment plans with patients to facilitate prompt resolution of outstanding balances while maintaining positive customer relationships
- Developed strong working relationships with healthcare providers, insurance companies, and patients to facilitate efficient communication regarding billing inquiries or disputes
- Developed standardized templates for collection letters and statements, improving efficiency in communication with patients

Education

Professional Development in Software Engineering

AnnieCannons Org. - Remote
January 2025 to Present

Technical Careers foundations
Introduction to Programming
FrontEnd Development
BackEnd Development
Mentorship
Independent Study

Professional Development in Job Readiness

Elevate Academy, Rebecca Bender Initiative - Remote
December 2021 to Present

As an alumni, I have lifetime access to continuous skill building and educational opportunities

Certificate in Writing in Professional & Continuing Education

University of Washington – 2022 - Remote

August 2021 to December 2022

Memoir Writing

Skills

- Team development
- Problem solving
- Attention to detail
- Conflict management
- Data analytics
- Time management
- Web accessibility
- Empathy
- Accounting
- Active listening
- Inclusivity
- Critical thinking
- Data entry
- JAWS

Certifications and Licenses

National Advocacy Credentialing Program #: N30-155-6641

March 2024 to June 2026

Advocate for survivors of crime, provisional level

Additional Information

Volunteer work:

- Rape Abuse Incest National Network 2022 - current
- University of Michigan Human Trafficking Law Clinic 2021 - current
- National Survivor Network 2019
- Sisters for Life 2017
- The Justice Restoration Center 2014
- The Save Our Adolescents from Prostitution Project 2019-2023
- Monroe County Human Trafficking Viper Squad 2021
- Catherine Cobb Domestic Violence Shelter 2017 - 2020
- Created Women 2014 - 2017