

VANESSA BUTLER

Port Townsend, WA | 425-652-2500 | malloyvanessa559@yahoo.com

TECHNICAL SKILLS

- HTML/CSS
- JavaScript
- jQuery/API
- Node
- Github
- Analytical
- Strong interpersonal Skills
- Responsive Web Design

WEB DEVELOPMENT EXPERIENCE

Coming soon

WORK HISTORY

Public Benefits Specialist, DSHS

June 2019 – Present

Port Townsend, WA

- Determine eligibility for services through intensive in-person and telephone interviews with clients
- Recognize errors and recalculate incorrect food and cash benefit issuances
- Answer a myriad of questions with confidence and expertise
- Analyze and interpret both written and oral information received from clients
- Quickly understand and adapt to updates to policies and procedures
- Communicate with a variety of people in stressful situations, including calming people and assisting people with various communication needs

Neurodiagnostic Technologist, St. Luke's Hospital

June 2016 – June 2019

Duluth, MN

- Engage with a variety of patients and their families of different populations while maintaining professional boundaries
- Explain complex and technical testing procedures in easy to understand language
- Maintain calm under pressure, including in times of high stress, escalation and patient crisis
- Multi-task while thinking quickly and rationally in critical situations
- Thorough history taking by asking probing questions to ensure all pertinent information is gathered for medical team and to ensure correct testing procedure is performed
- Maintain communication with team member to ensure high quality testing and use of up-to-date best practices
- Move fluidly between roles within the department based on need
- Investigate questions and concerns to ensure accurate knowledge and response for current and future patient and hospital needs

Customer Service Representative, Public Storage

September 2009 – May 2015

Bellevue, WA

- Managed busy office and property with 1,722 storage units
- Provided personalized storage solutions based on customer needs
- Performed lease agreements and maintained working knowledge of Washington State storage and rental laws
- Helped in training of new employees
- Maintained accurate records of personal lease files, inventory and receipts
- Handled escalations arising from billing issues and/or issues with unit or facility
- Performed collection calls and provided outstanding customer service
- Remained adaptable, working independently and with other team members, moving between facilities based on company needs
- Utilized strong problem solving and time management skills to ensure all customer needs and facility daily tasks were completed prior to day's end

EDUCATION

University of Washington – Certificate, Full-Stack Web Development | March 2021

Southern New Hampshire University – Bachelor of Arts, Sociology | June 2019

Bellevue College – Associate of Arts, Neurodiagnostic Technology | June 2016