Whitney Wyche

Phoenix, AZ - Email me on Indeed: indeed.com/r/Whitney-Wyche/1405b3c0f96573cd

Authorized to work in the US for any employer

WORK EXPERIENCE

Software Engineer

Syntel Inc., - Phoenix, AZ - December 2015 to Present

Programmer-Operation Infrastructure
Daily responsibilities:

Providing 24/7 application support management by monitoring daily processes infrastructure issues/ environmental failures. Project owner for two applications involving application migration, upgrades, outage, server issue, Incident management, and user queries.

First application is the upstream to six other application so it is critical to
meet SLA to ensure no impact will occur for other applications.

Second application is the downstream application. User have direct contact. There is no SLA here, its expect that all issue are fixed ASAP. This is a campaign submission application for offers send via email or postal.

Tools: ETL, SQL,DB2,Netezza, Datastage director/designer, Control M, UNIX, and Track tools.

Trainings: Java, Cobol, VSAM, Database, JCL, and CICS.

On-Call Server

The William J. Clinton Presidential Center   -   Little Rock, AR - June 2015 to December 2015

Responsibilities
Helping Client set up for events while responding promptly to requests from guests while remaining customer service oriented.
Helping clients organization and preparing for upcoming events.
Providing customer service and effectively managing time.

Accomplishments
Understand and utilizing creative designing.
Providing hospitable customer service.

Customer Service Representative (Temporary Position)

Radiology Consultants - Little Rock, AR - 2015 to December 2015

Update patient records.
Update payment history.
Check insurance coverage.
Re-submit claims.

Externship

Baptist Advance Spine and Pain   -   Little Rock, AR - February 2015 to March 2015

Responsibilities
Understanding charges, charges for lab, office visits, and scheduling software.
Verifying insurance on NextGen and Prognosis software.
Checking AHin for coverage verification and Power Doc.

Technical Support Rep III
Hewlett Packard - Conway, AR - November 2012 to October 2013

Communication skills in understanding/ instructing the customer to fixing technical issues.
Problem solving skills to provide the best solution for customer.
Call routing, case logging system and obligation system.
Understanding the internal processes, tool, operating procedures, and standards.
Accurate data entry, time management skills, and customer service.
Updating drivers, resolving network issues, factory reset, installation, and etc.

Tavern Server
Chenal Country Club - Little Rock, AR - October 2010 to November 2012

Handle Financial Transactions.
Provide Customer Service by assisting private members.
Help organize and set up Banquets.

EDUCATION

Medical Billing and Coding
Remington College-Little Rock Campus - Little Rock, AR
2014 to 2015

B.S. in Computer Science
University of Central Arkansas
2011 to 2015

ADDITIONAL INFORMATION

RELEVANT PROJECTS
Data Base:
Create, drop, alter, delete edit and add tables
Entity relationship database design methods

Software Engineering:
Team project that included the whole class to participate in the development, testing, and problem solving, software for the nursing department at UCA to prepare nursing student for real time environment.
The purpose of the software was to scan patients' charts, Medicine Bottle, and wrist band using Ipad.

The object of this course was for every member to contribute their fair share of the effort expanded by the team towards software design and development. Members of the group were given a task through issue tracker task management system. Issue tracker was to be updated by each member and sign off by the team leader to ensure that the task was completed. Seven milestones were assigned that outline the intended goal of that specific milestone. At the end of each milestone each member was responsible to give a deliverable, which explained the task, problems, and solution in completing that task.

Java:
Development of a bank loan calculator.
Developing GUI using swing components and event handling.
HTML5/CSS:
Development of own personal web, business web page and group project web page.
Upload to Secure Shell(SSH) and JavaScript

Programming Languages:
C++/C# Java SQL CSS/ HTML5

Operation Systems:
Linux Window 8 Window 7 XP

Medical Billing and coding courses Included:
UB-04,Medical software Systems, CPT, Health Insurance and reimbursement,Coding Guidelines,EMR/EHR,
Medical Terminology,HCPCS

COMPUTER SKILLS
Knowledge of: Microsoft Email, Microsoft Word, Microsoft Excel, Microsoft Spreadsheet, PowerPoint, Microsoft
Outlook, PeopleSoft, webCT, and BlackBoard.

Platforms: Microsoft Window 7, Windows 8, Linux