# Denise Weber

(330) 212-1204
dweber0001@gmail.com

## Personal Summary

I am making a career change after working in the medical records field for many years. Due to offshoring, my entire QIS team was laid off 11/1/2018, and I was given the opportunity to obtain an associate degree in software development, which I pursued wholeheartedly!  I am now seeking a new career in which I can integrate my prior work experience with the developer skills I have obtained, and am looking forward to joining a great company that I can contribute to, learn from, and grow with. Additional skills I bring: Independent learner, long-term remote worker, positive/empathetic and optimistic attitude, strong multitasking/time-management and communication skills, diligent problem solver, passionate about learning, training, growing and technology.

## Work Experience

### Quality Improvement Specialist (Remote position)

**MModal (formerly MedQuist) - Franklin, TN**            **October 2008 to November 2018**

Duties: Drive Service Delivery excellence for assigned clients via compliance with Quality Program standards utilizing live audits and positive feedback. Perform  monthly assigned quality audits for clients (proofreading/editing/scoring). Due to offshoring, my entire team was laid off November 2018.

### Manager, Service Delivery (Remote position)

**MModal (formerly MedQuist) - Franklin, TN**            **July 2007 to October 2008**

Managed 5 Supervisors and staff of MTs and QA staff. Daily Goals: Trained/Supported Supervisors to achieve workflow and quality goals, address stat issues. Hiring, training, PMP/PIP, termination. Responsibilities: Performance of Supervisors, MTs and QA staff in attaining TATs, quality, and customer service goals for the 105 hospitals/clinics in our book of business. **Company restructure 10/2008:** Elimination of all Manager Roles; I was retained in the Quality Improvement Specialist role.

### QA Manager/Audit Supervisor (Remote position)

**MModal (formerly MedQuist) - Franklin, TN**            **July 2003 to July 2007**

Managed 32 FTE QA Specialists. Developed QA plan to address quality issues/TAT and increase QA production. **Promoted 06/2006: Audit Supervisor** N Region as part of new national team. Duties: interview, hire, train team of 15 auditors. Lotus Notes Audit DB administrator. Developed training materials, led webinars, trained new auditors, liaison for database users. **Promoted to Manager, SD.**

## Education

### Associate Degree - Software Development

**Sinclair Community College - Dayton, OH**            **April 2019 to December 2020**

Graduated with Honors. Cumulative GPA of 3.41
Certificates:    • IT Fundamentals 08/2020       • Fast Track Programming 12/2020

## Links

**Portfolio:  https://dweber0001.github.io/**
**GitHub:  http://github.com/dweber0001**

## Skills

| | | |
|---|---|---|
| • ASP.NET (1 year) | • BOOTSTRAP | • C# (1 year) |
| • CSS (2 years) | • HTML5 (2 years) | • JAVASCRIPT (1 year) |
| • NodeJS | • NPM | • ReactJS (< 1 year) |
| • FLASK/JINJA2 | • HEROKU | • MongoDB |
| • GITHUB | • ORACLE SQL | • DATABASE DESIGN ERD |

## Additional Skills

- Medical terminology, proofreading, editing, auditing, and reporting. (10+ years)
- Team building, coaching, leading virtual teams, training, communication, assessing performance, managing performance issues, PMP/PIP, hiring, setting goals. (5 years)
- MS Office products, research/analysis, small business accounting, QuickBooks.