



EDUARDO CARR-GAONA

CONTACT

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EDUCATION

B.S. INFORMATION
TECHNOLOGY

Arizona State University

B.S. HOTEL AND
RESTAURANT MANAGEMENT
Northern Arizona University

EXPERTISE

HTML / CSS

JAVASCRIPT / JQUERY / AJAX

PYTHON

PHP

DJANGO

REST API

MYSQL

MICROSOFT SQL SERVER

WEB DEVELOPMENT

DATABASE DESIGN

TECHNICAL WRITING

PROFILE

A detail-oriented team player with high integrity and excellent customer service pursuing a challenging position in information technology. Skilled in web development, database design, facilitating, and technical writing.

WORK EXPERIENCE

SENIOR INTERVENTION TECHNICIAN – EXPATRIATE TEAM

Express Scripts / 2017 - Present

Processed prescriptions for the Departments of Defense, State, Homeland Security, and other patients who lived or traveled overseas.

- Restructured the team's SharePoint site by gathering requirements from teammates and implementing them.
- Partnered with team members and a business analyst to customize AutoHotkey to automate emails and notes to Regional Medical Officers and patients.
- Boosted employee morale and corporate culture through a strategic business framework event.
- Trained and mentored new team members.

SENIOR INTERVENTION TECHNICIAN – SPECIALTY TEAM

Express Scripts / 2015 - 2017

Processed and coordinated the delivery of specialty prescriptions for patients who had multiple sclerosis, terminal illnesses, or rare diseases.

SENIOR PATIENT/CLIENT ADVOCATE

Express Scripts / 2012 - 2015

Resolved claim rejections and processed prescription requests from Patient Care Advocates, Resolution Team Leads, and Client Services representatives.

- Facilitated classroom training for new hires and existing technicians.
- Coached technicians to improve accuracy and efficiency.
- Co-authored training materials and standard operating procedures.

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SKILLS

FACILITATING / TRAINING
MENTORING
LEADERSHIP
DETAIL-ORIENTED
HIGH INTEGRITY
CUSTOMER SERVICE
REQUIREMENTS GATHERING

AWARDS

VIP AWARD
Express Scripts / 2015 – 2019

PINNACLE IMPACS AWARD
Express Scripts / 2013

IMPACS AWARD
Express Scripts / 2013

HEART OF SERVICE AWARD
Express Scripts / 2007

VOLUNTEER EXPERIENCE

ASSISTANT SCOUTMASTER
Boy Scouts / 2019 - Present

ASSISTANT DEN LEADER /
DEN LEADER
Cub Scouts / 2016 - 2019

INTERESTS

MUSIC (PIANO, CLARINET)
COOKING
CAMPING / TRAVEL
GAMES (STRATEGY, ROLE-
PLAYING, COMPUTER)

WORK EXPERIENCE / CONTINUED

PILOT PHARMACY TECHNICIAN

Express Scripts / 2009 - 2012

Processed prescriptions from order entry to fulfillment for high-profile clients.

- Trained and mentored new and existing team members.
- Collaborated with account and service delivery managers to facilitate resolution of escalated orders.

PHYSICIAN RESPONSE ADVOCATE

Express Scripts / 2008 - 2009

Contacted physicians to obtain new 90-day prescriptions for members who are converting from retail to mail order pharmacy.

- Acquired prescriptions for over 350 members weekly.
- Reduced prescription costs for patients by 33 percent.

SENIOR PHARMACY TECHNICIAN

Express Scripts / 2004 - 2008

Resolved pharmacy claim rejections, entered prescriptions, and contacted physicians or patients to obtain non-clinical information.

RELEVANT PROJECTS

2020 – Developed a web application for parents to sign their scout into den meetings and for leaders to view attendance reports and completed requirements. <https://github.com/ecgaona/pack577>

2020 – Programmed a web application for a solar R&D lab which included custom user registration and a dashboard to perform CRUD operations on solar panel data. https://github.com/ecgaona/solar_pv

2019 – Redesigned the websites for a local Cub Scout pack and Boy Scout troop and optimized the pack's website to be in the top search results on Google. <http://www.tempecubscouts.org>, <http://www.tempeboyscouts.org>

2017 – Served as an architect and project manager for a database project which modeled HVAC data for a collection of buildings.