

Professional Experience

Senior Team Manager

Ultimate Medical Academy, remote | June 2016 to Present

- Oversee 35 remote team members in a fast-paced work setting
- Analyze client's business processes and requirements while managing multiple deadlines

Highlights:

- Updated company data warehousing techniques, reducing redundancy by 20%
- Spearheaded analysis of remote software for companywide changeover

Junior Data Manager

Staffigo Technical Services, LLC, Charleston, WV | October 2013 to May 2016

- Developed and maintained databases and data collection systems
- Worked with managers to prioritize and streamline information needs
- Reviewed KPIs to pinpoint and correct any recurring problems

Claim Support Specialist

HealthSmart, Charleston, WV | March 2012 to September 2013

- Researched claim inquiries and billing codes
- Operated claims system and insurance plan software
- Performed administrative duties such as filing, scanning, and data entry

Highlights:

- Streamlined spreadsheets, paring back yearly labor costs by \$15K

Education

Master of Science (MS) — Information Technology

West Virginia University, online | 2018

Bachelor of Science (BS) — Computer Science

Bluefield State College, Bluefield, WV | 2012

Certification

- ♦ Data & Project Management Certification, Cambridge College of Healthcare & Technology | 2013

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Senior Data Entry Specialist with 10+ years' experience managing data entry teams for midsize businesses. Skilled and versatile communicator who builds strong relationships with clients, managers, and team members. Draw on deep technical knowledge to find creative yet practical solutions. Master of Science in Information Technology.

Key Skills

- Business Data Analysis
- Client Relations
- Data Confidentiality
- Microsoft Office Suite
- Reporting & Documentation
- SQL, JAVA, ETL
- Statistics
- Task Prioritization
- Team Management
- Workflow Analysis