

# Jennifer Ward

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## Profile

I am a professional individual with extensive experience testing and researching in the production and QA environments. I am highly motivated and enjoy trouble shooting, problem solving and critical thinking. I am able to focus intensely on projects and procure the necessary information required for their completion. I am able to work well under time constraints. I am very familiar with the functionality of all ZirMed applications and able to troubleshoot issues that arise with them.

## Skill Summary

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|--|---|
| <ul style="list-style-type: none"><li>• Passionate Researcher</li></ul>                          | <ul style="list-style-type: none"><li>• Experience working with Technology and Product</li></ul>                              |
| <ul style="list-style-type: none"><li>• SQL, CSS, HTML, JavaScript</li></ul>                     | <ul style="list-style-type: none"><li>• Familiar With All Microsoft Office Programs</li></ul>                                 |
| <ul style="list-style-type: none"><li>• Excellent Self Motivator</li></ul>                       | <ul style="list-style-type: none"><li>• Familiar With File Types Accepted Electronically in the Healthcare Industry</li></ul> |
| <ul style="list-style-type: none"><li>• Strong Verbal and Written Communication Skills</li></ul> | <ul style="list-style-type: none"><li>• Highly Enjoys Problem Solving</li></ul>   |
| <ul style="list-style-type: none"><li>• Highly Adaptable and a Fast Learner</li></ul>            | <ul style="list-style-type: none"><li>• Understanding of and Experience with all Louisville ZirMed products</li></ul>         |

## Education

### Bachelor's Degree in Environmental Studies, Policy Emphasis

University of Colorado  
Graduated: May 2010

## Front End and Back End Programming Certification

Code Louisville  
Currently Enrolled (Set to Graduate Spring 2019)

## Work Experience

### Project Specialist

ZirMed

June 2015- Current

- Managed Technology Defect cases
- Did in depth research and testing to determine whether products were actually malfunctioning or if they were working as designed

- Worked directly with technology to explain bugs and get them scheduled for sprints
- Ensured that we could replicate and tested issues across multiple browsers and environments
- Responsible for reporting and presenting on defect cases to technology and management
- Kept up to date on the functionality of all ZirMed products and releases
- Updated knowledge articles when undocumented product functionality was discovered
- Tested applications post push to ensure that bugs were fixed
- Gathered data to locate similar and reoccurring issues in order to assess at risk applications
- Communicated issues out to affected teams and provided weekly updates on cases

## **Implementation Project Manager**

ZirMed

February 2014- June 2015

- Managed Implementation projects from beginning to end, in a timely fashion
- Assisted clients with completing all enrollments and necessary paperwork
- Spoke with software vendors to resolve issues as they occurred
- Spoke with payers to resolve issues as they occurred
- Arranged conference calls and managed agendas
- Ensured that all things necessary for implementation occurred in a timely fashion
- Assisted clients with setting goals and deadlines, and meeting them
- Assisted clients with mapping issues when they occurred
- Wrote pre-maps and rules for clients when necessary
- Assisted clients with working through claim rejections
- Monitored client accounts in order to assure that there were no issues before transitioning

## **Enterprise Analyst**

ZirMed

May 2013- February 2014

- Assisted top tier clients with advanced support issues
- Built relationships with specific clients and familiarized myself with the workings of their accounts
- Worked with Humana Encounters Clients and assisted them with new account set-up and resolving existing issues
- Worked with our gateway clients and assisted them with new account set up and getting their claims to process
- Assisted Medventive with their child account set-ups
- Wrote Pre-maps for all types of files
- Mapped print and pipe files
- Wrote rules to fix various account issues

- Sent information via FTP to clients' accounts for testing and delivery purposes
- Tested files and sent information to Humana via QA
- Created child accounts for clients when necessary
- Arranged meetings with clients in order to discuss weekly progress reports as well as any issues that had been discovered
- Worked within deadlines to ensure that projects were completed in a timely manner

## **Client Support**

ZirMed

April 2012-May 2013

- Answered client calls and assisted them in resolving their issues in a timely fashion
- Created maps for claims and eligibility
- Created pre-maps for claims and eligibility
- Wrote rules to be applied to the client's account
- Assisted clients with training exercises
- Contacted payers to resolve client issues
- Created tech cases when needed and sent to the appropriate queues
- Researched issues that did not have an instant resolution and ensured that these issues got resolved in a timely fashion
- Assisted clients with FTP issues
- Assisted clients with transaction and Z Pay issues
- Ensured that the clients were aware of what was being done to resolve their case when an instant resolution was not possible
- Escalated cases to the appropriate queues when needed
- Developed relationships with certain clients and familiarized myself with their needs and account setup
- Worked STC cases and ensured that the clients were aware of what was being done at every step
- Trained clients to resolve various issues on their own
- Created training materials for clients when necessary to assist their ability to resolve issues independently

## **Leasing Consultant**

Station House Apartments

October 2011- April 2012

- Leased apartments
- Prepared spreadsheets
- Drafted reports regarding relevant information
- Delegated tasks to a variety of contractors
- Prepared and distributed notices regarding a broad range of topics
- Examined vacant units and prepared final check-out reports
- Answered/ returned phone calls on a variety of topics
- Responded to emails

- Scheduled and confirmed appointments
- Took down information for work orders, insured their completion and filed in the appropriate places
- Gathered the necessary information to prepare/ prepared competition reports
- Prepared and sent faxes with cover sheets
- Participated in marketing projects
- Ordered numerous supplies and collected/filed invoices and work orders
- Organized and prepared numerous templates
- Showed prospective tenants around the complex and followed up on their visits
- Located files and invoices
- Ensured proper completion of work by contractors
- Collected, compiled and condensed information on a variety of subjects in order to further projects

### **Membership and Corporate Programs Assistant**

The World Affairs council of Kentucky and Southern Indiana

August 2011- October 2011

- Drafted Grant proposals
- Researched and secured people and venues for upcoming events
- Typed up reports on various relevant issues
- Contacted people by phone and spoke with representatives of important potential speakers
- Researched potential speakers for events and typed up biographies on them
- Answered phones in the office and related desired information to callers
- Drafted spreadsheets and recalled information from them when asked
- Explored different routes for funding and followed up on leads
- Answered to the president of the company and completed delegated tasks
- Drafted invoices