Jennifer Ward



Louisville, Kentucky 40206

(720) 480-8523 cell

[jennifer.ward@zirmed.com](mailto:Jennifer.l.ward@colorado.edu)



**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**

|  |  |
| --- | --- |
| * Passionate Researcher | * Experience working with Technology and Product |
| * SQL, CSS, HTML, JavaScript | * Familiar With All Microsoft Office Programs |
| * Excellent Self Motivator | * Familiar With File Types Accepted Electronically in the Healthcare Industry |
| * Strong Verbal and Written Communication Skills | * Highly Enjoys Problem Solving |
| * Highly Adaptable and a Fast Learner | * Understanding of and Experience with all Louisville ZirMed products |

**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 independantly

**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