

# HILARY VALENCIA-WALSH

## CONTACT DETAILS

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## EDUCATION HISTORY

### Masters of Science in Software Development

Maryville University of St Louis | Currently enrolled

### Bachelors of Science in Healthcare Administration

City University of Seattle | 2017-2019

### Associates of Arts in General Education

Green River College | 2014-2016

## CERTIFICATIONS

University of Washington: Full Stack Coding Bootcamp | 2020  
SheCodes: Introduction to Coding | 2020  
Emergency Medical Technician | 2017  
Certified Nursing Assistant | 2017

## COMPETENCIES

Algorithm (Searches, Sorts)	MySQL
Big O Notation	MongoDB
Data Structures	Node.js
Efficiency	ExpressUser
Time Complexity	Authentication
HTML	Progressive Web
CSS	Applications (PWAs)
Python	MERN Stack
Responsive Web Design	Unit Testing
JavaScript	Functional Testing
JQuery	Linting
Bootstrap	Continuous Integration
Handlebars	Java
Local Storage, Session	API
Storage, IndexedDB	JSON
React.js	AJAX
Heroku	Git

## VOLUNTEER WORK

Crisis Text Line | 2020  
Role: Crisis Counselor  
Maple Valley Fire Department | 2018  
Role: Emergency Medical Technician  
Avalon Care Center | 2017  
Role: Certified Nurse Assistant  
MultiCare Health System | 2015  
Role: Emergency Room Assistant  
Forks Abuse Program - Women's Shelter | 2012  
Role: Social Support

## WORK EXPERIENCE

### Emergency Room Health Unit Coordinator

Snoqualmie Valley Hospital | 2020 to present

- Greets and welcomes all patients and visitors in a warm professional manner
- Obtains all necessary legal and financial signatures
- Collects patient payments including payments on account, copays, coinsurance and deductibles
- Verifies health insurance eligibility
- Responsible for calling overhead code pages and drills
- Coordinates patient transfers to other facilities
- Interact with patients, families, and physicians and is the liaison among members of the health care team, patients, and families
- Requests patient medical records at the request of physician
- Answers hospital main telephone line and redirects call to appropriate department

### Medical Scribe

Catholic Health Initiatives | 2019 to 2020

- Completing patient charting and documentation for physicians
- Documented history of present illness, review of systems, physical exam, medical decision making, differential diagnoses, and any lab/radiology results into the patient chart
- Oversee when lab/radiology results resulted and let the physician know immediately
- Prepare patients discharge, admission, transfer of care, or transfer paperwork for physician

### Lead Sales/Visual Supervisor

Kate Spade New York | 2018-2019

- Understand customer needs and offer solutions/support
- Ensure support to team to meet or exceed sales quotas
- Resolve customer issues and escalations
- Set weekly schedules and manage daily headcount to daily sales activity
- Track daily, weekly, and monthly sales and report to leadership
- Lead team staff meeting
- Train, and mentor employees

### Lead Sales Supervisor

The Vitamin Shoppe | 2017-2018

- Understand customer needs and offered solutions/support
- Promoted Healthy Rewards Program and Auto Delivery
- Ensured support to team to meet or exceed sales quotas
- Set weekly schedules
- Conducted store opening and closing activities
- Tracked daily, weekly, and monthly sales and report to leadership
- Lead team staff meeting
- Recruited, hired, trained, and mentored employees

### Lead Hostess

Salish Lodge and Spa | 2015-2017

- Managed flow of guests and groups to dining and bar areas
- Answered calls and web traffic intake for restaurant and provided appropriate service
- Integrated service for kitchen staff, wait staff, and support ensuring timely service
- Trained and mentored new hostesses and wait staff on restaurant operations
- Developed and conducted restaurant planned special events