

# Hilary Ferraro

LinkedIn: <https://www.linkedin.com/in/hferraro/>

Portfolio: <https://hilbug.github.io/> | GitHub: <https://github.com/hilbug>

## SUMMARY

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- **Full-stack developer** with extensive cross-functional management experience within healthcare technology operations.
- **Collaborator** who effectively creates partnerships between development and business teams to improve process efficiency, problem solving, and knowledge-sharing.
- **Problem solver** with an eye for details and an emphasis on effective communication and documentation

## SKILLS

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- **Technical:** Proficient in HTML5, CSS, JavaScript, jQuery, APIs, Node.js, Express, Express Handlebars, React, MySQL, MongoDB. Working knowledge of Perl.
- **Applications:** Jira, Trello, VSCode, Sequel Pro, GitHub, Microsoft Office 365 (Word, Excel, Powerpoint, SharePoint, Teams), Google G Suite, SmartSheet, Salesforce, WorkDay
- **Core Competencies:** Agile Scrum and Kanban methodologies, Software Development Lifecycle, Communication and Collaboration, Project Management, People Management

## PROJECTS

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### Team Builder

- Communications manager and front-end JS developer for a team-building app geared towards a remote workforce.
- Technologies used: HTML, CSS, jQuery, MySQL, Sequelize, Express, Express Handlebars, Axios, Auth0
- GitHub: <https://github.com/hilbug/the-team-builders>
- Deployed Project: <https://the-team-builder.herokuapp.com/>

### Weather Dashboard

- Created a browser-based weather dashboard in which a user can search a city name and receive the city's current weather information and a 5-day forecast.
- Technologies used: HTML (Bootstrap), CSS, JavaScript, jQuery, MomentJS, Open Weather API
- GitHub: <https://github.com/hilbug/06-weather-dashboard>
- Deployed Project: <https://hilbug.github.io/06-weather-dashboard/>

### Adults Pet Finder

- Team-lead and back-end developer for comedic browser-based application in which a user can be matched with a randomized pet profile if over 18.
- Technologies used: HTML (Materialize), CSS, Animate.css, JavaScript, jQuery, ScrollReveal.js, randomized picture APIs
- GitHub: <https://github.com/hilbug/adults-pet-finder>
- Deployed Project: <https://hilbug.github.io/adults-pet-finder/>

## RELEVANT EXPERIENCE

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### Athenahealth, Inc. | Watertown, MA

- Technical Program Manager, Claim Readiness Technical Operations | Mar 2020 - current
  - Provide subject matter expertise for the new decision management platform for athenahealth's rules engine. Helped refine requirements for and met with potential vendors, defined success metrics and process.
  - Oversee monthly and annual reporting and audit testing to ensure rule development retains SOC1 compliance. Maintain related policies for rule engine maintenance.

- Implemented two scalability initiatives which reduced dependency on R&D resources by 25% since March 2020. Management of the project included soliciting user feedback, creating test plans, design decisions, and client-rollout, and extensive communication between business and development teams.
- Received two division awards which recognize the embodiment of company values: “Be a team player” and “Value everyone”
- Manager and Product Owner, Claim Readiness Operations | Jul 2014 - Mar 2020
  - Oversaw Agile transformation of two development teams in India, acting as product owner and liaison for the business and development teams, and one business/development hybrid team, acting as scrum master and people manager. Provided monthly sprint review to directors and conducted bi-weekly planning and retrospectives.
  - Managed the ICD-10 transition for the Rules and Format Management team which included updates to the rules engine, UI, claim formats, and data management coupled with extensive collaboration and testing with other development, product, and UX teams. Received athenahealth’s Owl Award, which recognizes a team for excellence in the execution of a significant project.
- Senior QueueMASTER, Rules and Format Management | Aug 2010 - Jul 2014
  - Established Rules business team in Chennai, India by providing mentorship and training on location in India and remotely. Assisted with recruiting and interviewing candidates for the team. With the Customer org, later transitioned non-technical cases to a support team in India. Defined scope and success metrics for the transition. Created case QA process and oversaw feedback loop.
  - Acted as gate-keeper for maintenance of a Perl-based proprietary rules engine and associated analytics, and process efficiencies. Rules engine contains guidelines for medical billing and coding, and industry and payer policies
  - Coded rules and scripts using Perl and payer member ID requirements using regular expressions. Utilized SQL to perform reporting and trending applicable to rules and other research needs.

## EDUCATION

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### University of New Hampshire | Durham, NH (expected completion November 2020)

- Full Stack Development Bootcamp Certificate
- A rigorous 24-week coding bootcamp focused on front-end and back-end web development skills

### Northeastern University | Boston, MA

- Bachelor of Science | Major: Criminal Justice/Minor: Literature
- Graduated Magna Cum Laude
- Recipient of Northeastern University College of Criminal Justice Outstanding Senior Achievement Award

## CERTIFICATIONS

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### American Academy of Professional Coders (AAPC)

- Certified Professional Coder (CPC)
- Membership current through 2/28/2021