Hannah Joyce

Front-end Developer

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SheCodes Profile: https://www.shecodes.io/graduates/53646-hannah-joyce

CAREER OBJECTIVE

A diligent and innovative professional, currently pursuing a Computer Science degree, aspiring to secure an entry-level role in software development. With a robust background encompassing 16 years of valuable customer service expertise and an additional 9 years within the healthcare sector, I am now poised for a transformative career transition. This strategic pivot follows the successful completion of intensive coding and web development workshops, deepening my resolve to engage with the dynamic and evolving realm of technology.

EDUCATION

Colorado State University Global | BS in Computer Science — Anticipated Graduation August 2025

Southwest Baptist University | BA in Writing and Theatre — Graduated May 2013
- *Member*, Chi Sigma Theta

TECHNICAL SKILLS

HTML/CSS | JavaScript | GitHub | Bootstrap | API Integration | VS Code | WordPress | React | Responsive Design

CERTIFICATIONS

Front-end Developer	*SheCodes – Matt Delac*	April 2023
Advanced Responsive Web Development	*SheCodes – Matt Delac*	April 2023
Advanced React Development	*SheCodes – Matt Delac*	April 2023
React Development	*SheCodes – Matt Delac*	March 2023
Advanced Web Development	*SheCodes – Matt Delac*	October 2022
Web Development	*SheCodes – Matt Delac*	October 2022
Introduction to Web Development	*SheCodes – Matt Delac*	October 2022
Introduction to Coding	*SheCodes – Matt Delac*	August 2022

JOB EXPERIENCE

Billing Analyst — July 2023 - Present
CoxHealth | Springfield, MO
- Conduct thorough investigations into potential billing discrepancies prior to claim submission.
- Proficiently adjust claims to rectify any identified issues and ensure accuracy.
- Collaborate seamlessly with cross-functional billing teams to proactively prevent and resolve denied claims.

Web Developer — June 2023 - Present
Freelancer | Springfield, MO
- Conceptualize, design, and meticulously develop dynamic, mobile-responsive websites utilizing advanced content management systems.
- Seamlessly integrate social media platforms, enhancing website engagement and user experience.
- Implement sophisticated contact forms to facilitate seamless user communication.
- Optimized on-page SEO.
- Maintain consistent and transparent client communication, providing timely updates and progress reports.
- Create comprehensive video tutorials empowering clients to independently manage and maintain their websites.

Substitute Teacher   October 2022 – June 2022
York County School District | Yorktown, VA

- Deliver engaging and comprehensive lessons in diverse subjects, including Coding, English, French, Science, Social Studies, and Career Investigations.
- Instruct students in foundational programming languages, notably JavaScript.
- Assume a proactive role in maintaining classroom order and supporting students in the absence of the lead teacher.
- Provide constructive feedback and engage in necessary professional development activities.

Care Manager   July 2022 – September 2022
IQVIA | Yorktown, VA

- Demonstrate exceptional attention to detail by verifying pharmacy benefits and eligibility for an average of six patients daily through effective telephone communication.
- Communicate with patients through both inbound and outbound calls, proficiently explaining benefit coverage and addressing inquiries.
- Expertly discuss and facilitate access to financial assistance and copay assistance programs, ensuring patients receive needed support.

Insurance Verification Specialist   July 2020 – July 2022
CoxHealth | Springfield, MO

- Methodically verify insurance coverage and benefits via telephone and insurance websites, ensuring accurate and up-to-date information.
- Contribute to the enhancement of departmental knowledge by providing comprehensive insurance education and creating accessible resources.
- Develop and consistently update the Standard Operating Procedures for the Insurance Verification role on a weekly basis, ensuring operational efficiency.

Contract Resolution Specialist   November 2019 – April 2020
CoxHealth | Springfield, MO

- Managed timely renewal of facility insurance contracts for six hospitals and eighty clinics, ensuring compliance with necessary documentation.
- Created and disseminated informative quarterly and special network bulletins, addressing evolving insurance policies and network updates to physicians and clinic management.
- Collaborated with provider representatives to rectify physician credentialing errors.
- Conducted comprehensive research on insurance policies, aiding in the resolution of physician claim issues.
- Addressed inquiries from patients, managers, and insurance representatives regarding network status.

Contact Center Specialist   September 2014 – November 2019
CoxHealth | Springfield, MO

- Managed inbound calls, providing exceptional patient service and directing queries to relevant departments.
- Orchestrated appointments and interactions between patients and physicians for streamlined care.
- Verified insurance details for new patients and compiled comprehensive records.
- Trained staff and authored a valuable Standard Operating Procedures manual for training.
- Proactively contributed to process improvement initiatives, enhancing contact center efficiency.