Heidi Smith

Software Developer

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EXPERIENCE

TrustPoint Hospital, Mufreesboro,TN

Claims Coordinator

Nov 2018 - Aug 2019

- Position was created to help track the gain and loss of revenue of claims.
- Researched all claims: adjusted the claims off accounts if claims were too old to be reprocessed, found out what information the insurance company was missing, and submitted the paperwork in order to have the claims reprocessed.
- Looked for trends of denial codes for different insurance companies in order to prevent the problem with future claims.

Insurance Coordinator

July 2017 - Nov 2018

- Verified insurance for all potential patients and patients that were admitted.
- Used various insurance portals to check patient insurance benefits, along with calling the insurance companies(State Portal, Palmetto GBA, Ability, PassPort One Source, Availity, and websites of various insurance companies).
- Created basic insurance training manuals to all receptionists, had one-on-one sessions with new receptionist, and answered any insurance questions at any time.

Receptionist

May 2016 - July 2017

- Greet new patients, provide paperwork, and get a social worker to speak with them to answer all their questions before going to the unit.
- Took phone referrals from patients, family members of future patients, and social workers.
- All referral information was put on Salesforce portal where patient demographic, insurance, and symptoms were listed.

Maple Street Grill, Mufreesboro,TN —Waitress

Aug 2014 - May 2016

- Completed preparations prior to the start of each shift to maximum efficiency.
- Maintain customer satisfaction by prioritizing the tasks at hand, being efficient, and having a positive demeanor.
- Keeping a positive attitude and high energy during chaotic shifts while helping other co-workers and restocking supplies as needed throughout the shift.
- Trained new servers on how to effectively work with the other staff members and to effectively communicate with both front of house staff and back of house staff.

SKILLS

Tech: HTML, CSS, JavaScript, React.js, Bootstrap, C#, .NET, ASP.NET, Sql Server, Visual Studio

System: State Portal, Palmetto GBA, Ability, PassPort One Source, Availity, NexGen, HMS,

Marina's on the square, Mufreesboro,TN —Waitress & Hostess

July 2011 - June 2014

- Operated the register for customers to pay their bill.
- Provided customer service by answering the phone, answering questions, taking to-go orders, and bagging the to-go order ensuring that the bag matched the ticket.

- Keeping a positive attitude and high energy during chaotic shifts while helping other co-workers and restocking supplies as needed throughout the shift.
- Maintain customer satisfaction by prioritizing the tasks at hand, being efficient, and having a positive demeanor.
- Trained new servers on how to effectively work with the other staff members and to effectively communicate with both front of house staff and back of house staff.

South Branch Nursery, Mufreesboro,TN —Gardener

April 2013 - Oct 2013

- Optimized the customer experience by displaying plants that worked well together, where they grow well together, and providing information about each plant.
- Maintain plant health by pruning the plants, weeding the plants, watering the plants, and repotting the plants to optimize root growth.
- Providing customer satisfaction by answering plants questions, getting plants and loading plants into the customer's car.

EDUCATION

Nashville Software School, Nashville, TN

Aug 2019- Feb 2020

- Full–Time developer bootcamp with a focus on C# and .NET.

Middle Tennessee State University (MTSU), Mufreesboro, TN —BASc

 2008- 2013

- B.S. in Plant and Soil Science with Entrepreneurship minor
- Summer Class independent study:
  - In charge of the plant nursery planting new plants from seedlings, watering the plants, and keeping all plants alive and disease free.
  - In charge of the school farm by panting seeds, weeding the farm, watering farm, and taking care of the nursery at the farm.