

# JESSICA DELGADO

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Portfolio: <https://jadelga7.github.io/jessicadelgado/>

## EDUCATION

### Arizona State University – WP Carey School of Business – Tempe, AZ

May 2021

Bachelor of Science, Computer Information Systems

- Notable Coursework: Business Database Systems, Cyber Risk Management, Problem Solving and Actionable Analytics, Business Information System, Enterprise Web Technologies, Web Design and Development, Mobile Platform for Business, Privacy Ethics and Compliance, Computer Forensics

## WORK EXPERIENCE

### Web Developer Intern – Aistry, LLC.

May 2021 – Present

- Operating the UI/UX design for a small start-up company that wants to create a social media site for upcoming singers, song writers, and producers within the music industry
- Utilizing CSS/Bootstrap/JS to create the website and Swift to create the iPhone app to help accomplish the design that the CEO envisions for her idea
- Alliance with other recent graduates as an opportunity to take the skills we learned from school and bring them into a real-life situation

### IT Revenue Cycle Intern II – Banner Health, Phoenix AZ

June 2019 – April 2021

Department: Patient Management Services Group

- Troubleshooted technical issues remotely from all 30+ Banner locations in 6 states in regard to one's Ms4 account through ServiceNow
- Created Excel and SQL reports, mostly discharge reports, based on requests from medical professionals and setting it up within their Ms4 account and designated printer for the correlated hospital floor to get its correct information
- Generated up to 20+ test patients at a time in Excel and transferring it over to Ms4 for the other departments that need to test potential situations on how a patient gets billed based on a specific feature
- Liaised with teams, mostly other interns, for a task given by another director to help lighten the load of some other projects and finish sooner
  - Required the need to learn other programs such as Cerner and NextGen
- Takeaway: Gained valuable insight on how the health industry works from finance and IT perspective

## PROFESSIONAL DEVELOPMENT

### Department of Information Systems Club (DISC)

August 2018 – December 2021

VP of Engagement (2019-2020)

- Administered social events for the club for the purpose of increasing the retention rate by occasionally breaking the professional atmosphere, and collaborated with other officers to keep the club beneficial to students

### IT Department Volunteer – Banner Thunderbird Medical Center, Glendale AZ

September 2018 – June 2019

- Practiced setting up hardware, installing software, and imaged 100s of company computers to keep the technology up to date for the medical staff, clients, and patients
- Shadowed staff going around and troubleshooting hardware to keep hospital staff equipped with working tech all while getting more customer support experience and enhancing problem solving skills
- Takeaway: Developed mentorships with professionals and gained insight into the IT field within a hospital setting

## ADDITIONAL PROJECTS

### CIS440: Capstone in Information System

August 2020 – December 2020

HR Simulation Website

- Expanded UI/UX skills by using CSS/Bootstrap/JS to design a website with an interactive simulation that the mentor and mentee would go through as a means to increase relationships within a branch of the company
- Mastered Agile development methodology and its SCRUM framework with the aim of being ready to use it in future situations with different teams
- Website: <https://jadelga7.github.io/hrsimulationcis440/>

## TECHNICAL SKILLS

Python, Java, SQL	HTML5, CSS3, Javascript	Terminal UNIX/Windows	Adobe Photoshop, Lightroom
Microsoft Office Suite	Agile, SCRUM	Tableau	Medical Applications: MedSeries4 (Ms4), NextGen, Cerner