

Justin A. Luzong

Portfolio

justinluzong.github.io/

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EMPLOYMENT

Anthem, Inc., Norfolk, VA — System Analyst I

MARCH 2018 - PRESENT

- Working on an Agile team in a Fortune top 30 company. Team completes over 3,500 Kanban tickets monthly with a 1.27% error rate. Team customer service excellence rating is 3.49/4.00.
- Process Medicaid and Medicare insurance claim data for submission to state governments. Troubleshoot and recover automated data loads using SQL Server, Informatica PowerCenter, and Tidal Enterprise Scheduler.
- Developed Sharepoint Nintex workflows to optimize the intake of requests which hold significant regulatory fines. Optimization reduced the mean time to resolution per request by 1.32 hours.
- Received two promotions within 12 months.

Old Dominion University, Norfolk, VA — ITS Lab Consultant

JUNE 2016 - DECEMBER 2017

- Assisted and mentored students in the use of ODU's specialized computer lab technologies for coursework productivity.
- Single-handedly refreshed older equipment at one remote campus with 20 new desktop computers and a new scanner system, yielding no errors.

Frederator Networks, Inc., New York, NY — Freelance Graphic Designer

AUGUST 2017 - OCTOBER 2017

- Emulated the styles of popular media logos in graphics for the largest online distributor of independent animation.
- Contributed to videos on YouTube channels "Channel Frederator" (1.7 Million Subscribers) and "The Leaderboard" (890,000 Subscribers)

VOLUNTEER EXPERIENCE

Iglesia Ni Cristo, Norfolk, VA — Multimedia Bureau Producer

MAY 2012 - MAY 2019

- Led media teams in the production of 4 different broadcast programs for an audience of Church members in over 140 countries worldwide.
- Consistently delivered with short turnaround times while designing marketing materials for events across the southeastern United States.
- Spearheaded efforts to improve the quality of design content distributed in southern Virginia.

EDUCATION

Old Dominion University Norfolk, VA

**B.S. Business
Administration,
Information Systems &
Technology Major**

Magna Cum Laude

(3.82/4.00 GPA)

Honors College Graduate

SKILLS

HTML5

CSS3

Bootstrap

JavaScript

jQuery

C++

Visual Basic .NET

SQL Server

Git

SharePoint

Nintex

Agile

JIRA

Informatica PowerCenter

Tidal Enterprise Scheduler

Microsoft Visio

Google Analytics

Adobe Photoshop

Adobe Illustrator

Adobe Premiere

CERTIFICATIONS

freeCodeCamp Responsive

Web Design Developer