

# Kayla Dong

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## PROJECTS

**Portfolio Site** | [DEPLOYED APP](#) | [GITHUB REPO](#) Oct 2022 – Present

- Built a single-page mobile-responsive portfolio site with 4 different tabs using reusable and styled components in React.js
- Implemented EmailJS functionality into the form under the Contact tab to enable email sending

**Primary Keys Rentals** | [DEPLOYED APP](#) | [GITHUB REPO](#) Sep 2022

- Created the server, models, database, and controllers in a 4-person team using Sequelize, Express.js, Node.js, and MySQL
- Contributed to the design of partials for 9 cards using Handlebars under the Model-View-Controller (MVC) framework which appear on the main page after logging in

## LICENSES & CERTIFICATIONS

**Full Stack Web Development Certificate** | [LINK](#) Berkeley, CA  
University of California Berkeley Extension Jun 2022 – Nov 2022

## WORK EXPERIENCE

**Kyo Autism Therapy** Daly City, CA  
Revenue Cycle Analyst Oct 2018 – Jun 2023

*Provides Applied Behavioral Analysis (ABA) treatment to children on the autism spectrum*

- Supervised 2 other team members on recording payments received electronically and in paper check form
- Processed over \$200k daily in insurance payments, school district payments, and patient responsibility
- Initiated a new software feature, the Electronic Remittance Acceptance (ERA) list, to record payments made by insurance companies, which decreased recording time by 60%
- Applied charges to virtual insurance cards and patients' credit cards, up to \$50k daily
- Added patient billing information to medical records from enterprise DocuSign account by following quality assurance guidelines in accordance with HIPAA, reducing the number of attempts needed to follow up with patients regarding missing or declined credit cards by 25%
- Provided customer support through both email and phone to patients and other professionals such as social workers at a resolution rate of 95%

## EDUCATION

**University of California, Berkeley** Berkeley, CA  
Bachelor of Arts Aug 2014 – May 2018  
Major in Music

## ADDITIONAL

**Technical Front-End Skills:** React.js, HTML, CSS, JavaScript, Handlebars, jQuery, Bootstrap, Bulma, Tailwind, Next.js, TypeScript

**Technical Back-End Skills:** REST APIs, Express.js, Node.js, Sequelize, NoSQL, MongoDB, Apollo, GraphQL

**Other Skills:** Git, Github, Heroku, Vercel, Model-View-Controller (MVC), Progressive Web Applications (PWAs), WordPress

**Spoken Languages:** Fluent in English; conversational proficiency in Cantonese; basic proficiency in Spanish