

# Kevin Jooyeoung Song

Portfolio Website: <https://www.kevsong.com>

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\*Open for relocation\*

## Contacts:

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## EXPERIENCE

### **Continuum Global Solutions, LLC - Team Lead**

October, 2019 - Current

CVS Specialty Pharmacy benefit verification duty. Responsibilities included but not limited to: Resolving team issues, conducting quality audits, team training, taking escalated (sup) calls, substituting supervisor when absent, assigning work, etc.

### **Upwork Freelancer - Korean/English Translator/Interpreter**

August, 2019 - October, 2019

Work as a freelancer on upwork.com platform. Contracts were made mainly for Korean/English translation. Few contracts were made for voice over talent along with international research tasks.

### **Conduent Inc, — Member Service Representative**

June, 2016 - July, 2019

Worked as Aetna Medicare Insurance member service representative. Assisted members within the inquiry field of benefits, billing, claims, appeals, grievance, and enrollment.

### **더 착한어묵, 의왕시, 대한민국(South Korea) - 부점장(Assistant Manager)**

May, 2015 - August, 2015

Worked as an assistant manager in a small korean food industry. Responsibility included training new crew, ordering supplies, organizing financial status, reporting store status to the owner, cooking, cleaning, and overall management duties.

## EDUCATION

### **Frostburg State University — Business Administration**

Major: General management  
Minor: Small Business/Entrepreneurship

September, 2012 - May, 2018

## SKILLS

- HTML
- CSS
- JavaScript
- jQuery
- GIT
- MySQL
- Vue.js
- Google Ads
- Facebook Ads
- Instagram Ads
- Exceptional communication skill
- Leadership
- Ability to work under pressure

## CERTIFICATE

- TEASOL/TEFL

## LANGUAGES

- Korean (Native)
- English (Fluent)

