

# Kevin Jooyeoung Song

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Frostburg, MD 21532  
\*Open for relocation\*

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

## 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

-(S)CSS

-JavaScript

-Vue.js

-React.js

-Firebase

-Node.js

-Webpack

-jQuery

-GIT

-MySQL

-Bootstrap

-Social Media  
Marketing

-Exceptional  
communication skill

-Ability to work under  
pressure

## CERTIFICATE

-TEASOL/TEFL

## LANGUAGES

-Korean (Native)

-English (Fluent)

