

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, IT Support

October, 2019 - Current

IT Support agent. Troubleshoot/diagnose IT issues. 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
- Redux
- 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)

