

Kayci North

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I am a customer success expert with hands-on experience in a SaaS startup. I am passionate about positive customer experiences having 16+ years working as a Physical Therapist Assistant with a customer first mindset. I am seeking a dynamic job that cultivates creative problem-solving, organization and helping others find solutions to problems.

Skills

Leader | Problem Solver | Detail Oriented | Team Player | Adaptable

Languages: Python | JavaScript | HTML | CSS | SQL | EJS

Libraries and Frameworks: Flask | Node.js | Express | React | Mongoose

Technologies: Git | GitHub | Postman | Postgres | MongoDB | Beekeeper Studio | Keap | Zendesk Ticketing System | Slack

Cloud Technologies: MongoDB Atlas | Heroku | Google Cloud | AWS

Other: REST APIs | MVC Architecture | JSON | Wireframing | Agile/Scrum Methodology | KPIs | Google Applications | EMR

Technical Project Experience

Wine-Cellar - [DeployedApp](#) | [Frontend-Code](#) | [Backend-Code](#)

- Python/Flask web application for individual wine cellar management.
- Created a relational database using PostgreSQL in development for data store
- Implemented an API which allows client application to hit via HTTP requests and fetch user data from PostgreSQL database
- Flask-Login library to set up authentication and session management for users to create individual accounts utilizing a one-to-many relationship
- Used React and React-Router for client side interaction with Full CRUD functionality

Happy-Hound - [DeployedApp](#) | [Frontend-Code](#) | [Backend-Code](#)

- De-coupled MERN stack with full CRUD functionality to make e-commerce application with another developer
- Stepped in as team lead to organize, delegate tasks at hand and problem solve - project management
- Created non-relational database utilizing MongoDB and testing all routes on postman before deploying both client side and server sides on Heroku
- Implemented DRY coding practices to produce scalable code for continuous development and future integrations

Mindful - [DeployedApp](#) | [Code](#)

- Full-stack - MVC, CRUD web app with users, sessions, and encryption, to make daily journal entries.
- Utilized Mongoose, Express, EJS for views, and Node.js
- Full CRUD functionality on front and backend, deployed on Heroku

Memory Game - [DeployedApp](#) | [Code](#)

- Implemented interactive web game with HTML/CSS using JavaScript callback functions and event listeners
- Takes input from user to manipulate DOM for a 2 person memory game

Professional Experience

Intermountain Health | Physical Therapist Assistant | Salt Lake City, UT

August 2023 - Present

- Adapt quickly to situations depending on patient's subjective, scheduling conflicts, or staff needs
- Provide patients with quality care utilizing excellent communication, therapeutic exercises and manual interventions for the best 'customer experience'
- Provide technically written documentation for billing reimbursement utilizing Icentra EMR

Clean Claims | Customer Success Engineer | Salt Lake City, UT

February 2023 - May 2023

- Built out the customer success side of the business utilizing Keap CRM for customer feedback to streamline procedures, sales and increase customer satisfaction levels
- Utilized Zendesk ticketing system for organized communication with developers and prompt customer feedback using chat widget
- Handled new customer queries and concerns by email and phone
- Adhered to strict KPIs while ensuring a personalized service
- Direct communication with developers while troubleshooting issues using GIT version control
- Educational training for customers on SaaS via Zoom and Teams meetings

Mountain Top Physical Therapy | Lead Physical Therapist Assistant | Park City, UT

June 2013 - February 2023

- Lead daily standups for team of 3 regarding scheduling and task delegation for a more organized work day
- Adapt quickly to situations depending on patient's subjective, scheduling conflicts, or staff needs
- Provide 15-20 patients daily with quality care utilizing therapeutic exercises and manual interventions
- Provide technically written documentation for billing reimbursement utilizing **WebPT EMR**

Mountain Land Physical Therapy | Physical Therapist Assistant | Salt Lake City, UT

August 2011 - June 2013

- Adapt quickly to situations depending on patient's subjective assessment, scheduling conflicts, or staff needs
- Provided 15-25 patients daily with quality care utilizing therapeutic exercises and manual interventions
- Provided constructive feedback to rehab aides

Chilkat River Guides | Sales Lead/Dock Representative | Skagway, AK

May 2010 - September 2010

- Sold Daily Excursions to major cruise lines (Carnival, Holland America, Norwegian) bringing in upwards to \$40,000 daily in shore excursion sales
- Strong public speaking skills and ability to organize and transport up to 48 guests at a time to excursion destination
- Maintained professional cruise ship relations and client appreciation by providing a quality experience
- Studied for and Acquired a class B CDL in 5 days time to transport guests from dock to excursion

Fit-N-Wise | Physical Therapist Assistant | Decatur, TX

July 2008 - June 2011

- Communicated with patients, families and other clinical staff of treatment variations following the original plan set in place by PT
- Adapt quickly to situations depending on patients subjective, scheduling conflicts, or staff needs
- Provided 15-18 patients daily with quality care utilizing therapeutic exercises and manual interventions
- Provided timely written documentation as required by insurance provider for billing reimbursement

Education

Software Engineering Immersive Certificate: General Assembly | Remote | Nov 2022

- 420 hour program focused on core full-stack software engineering skills & computer science concepts

OMPTA: Orthopedic Manual Certification | NXT Gen Institute | October 2021

- 6 month program to dive deeper into the specialty practice of manual therapy to practice at the top of my license

Associates of Science: Physical Therapist Assistant | SouthWestern Oklahoma State University | June 2008

- 10 month program to gain skills, ethics, body science and fundamentals. Clinicals to demonstrate ability to problem solve and critically think while practicing patient care
- Valedictorian of 2008 graduating class

Bachelors of Science: Health Sciences/Minor Psychology | Southwestern Oklahoma State University | May 2007

- Four-year degree with advanced science and math electives.