

# Kolade Akinjolare

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## EXPERIENCE

### **FAS Operator**

September 2023 – November 2024

Atlas Oil Company | Fort Lupton, Colorado

- Enhanced operational efficiency by conducting routine maintenance and preventive maintenance on FAS units, reducing downtime by 10%.
- Resolved complex electrical issues on FAS equipment through effective troubleshooting, diagnosis, and repair.
- Leveraged diagnostic software and electronic platforms to streamline troubleshooting and repair processes.

### **Mechanic Apprentice**

February 2023 – September 2023

Ace Express Coaches | Golden, Colorado

- Ensured timely and accurate completion of work orders, contributing to smooth fleet operations.
- Performed comprehensive maintenance on mini-buses and motor coaches, including routine inspections and repairs.
- Executed essential mechanical repairs, such as tire replacement, brake pad replacement, and oil and fuel filter changes.

### **Billing Analyst**

January 2022 – February 2023

Continental Home Health Care | Aurora, Colorado

- Successfully processed and submitted a high volume of medical claims to various payers (e.g., Medicare, Medicaid, private insurance) ensuring timely reimbursement.
- Conducted thorough claim audits and identified and resolved discrepancies, denials, and appeals to maximize revenue.
- Maintained accurate patient records and billing information within the Electronic Health Record (EHR) system.
- Resolved patient billing inquiries and concerns promptly and professionally, ensuring customer satisfaction.

### **Property and Casualty Insurance Agent**

April 2022 – January 2023

State Farm | Denver, CO

- Efficiently processed applications, payments, and policy changes for Auto and Home Insurance.
- Provided expert guidance to potential clients by calculating accurate quotes and recommending affordable insurance options.
- Achieved sales targets by successfully selling and completing applications for automobile and property insurance.

### **Desktop Support Technician**

April 2020 – March 2022

Vail Resorts | Avon, CO

- Delivered exceptional IT support to non-IT staff at Beaver Creek, Bachelor Gulch, Vail, and Arrowhead Resorts, including hardware installation and configuration.

- Resolved IT issues efficiently by responding to incident tickets, performing hands-on fixes, and escalating complex issues to senior IT team members.
- Enhanced IT security and best practices by conducting risk assessments and providing training to staff on preventive measures.

## **Assistant Manager**

December 2019 – March 2020

Domino's Pizza | Avon, Colorado

- Increased Monthly Revenue: Drove a 6% increase in monthly revenue by developing and implementing strategic sales plans.
- Decreased Customer Complaints: Reduced customer complaints by 2% via effective training and resolution techniques.
- Reduced Labor Costs: Optimized staff schedules, cutting labor costs by 4% while maintaining productivity.

## **CERTIFICATIONS**

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• Colorado Property and Casualty Insurance License	2022
• Veriforce Safeland & H2S	2023
• Hazmat Security Awareness	2023
• COMPTIA SECURITY+ Certification	2021
• Colorado Certified Notary Public	2022
• National CPR Foundation First Aid Certification	2022
• OSHA Certified Forklift Operator	2023
• COMPTIA NETWORK + Certification	2021
• COMPTIA A+ Certification	2020

## **EDUCATION**

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<b>Bachelor of Science in Information Technology</b>	2013 – 2017
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*University of Ghana*

- Focused on developing practical skills in: HTML, JavaScript, Python, SQL, Network Administration, Database Design, Cybersecurity Principles and Project management.
- Actively involved in International Students Association and Dr Hilla Liman Athletics Foundation.

## **SKILLS**

IT Support & Troubleshooting. Hardware & Software Installation and Configuration. Network Administration. Cybersecurity Risk Assessment. Diagnostic Software Utilization. Microsoft Office and Google Suite Proficiency. Data Analysis and Reporting. Root Cause Analysis. Process Improvement & Efficiency Optimization. Client Relationship Management. Customer Service and Patient Support. Medical Claims Processing (Medicare, Medicaid, Private Insurance). Insurance Billing & Reimbursement. Revenue Cycle Analysis. Billing Software & EDI Systems Proficiency. Preventive Maintenance & Equipment Diagnostics. Fleet Maintenance for Mini-Buses & Motor Coaches. Mechanical Repairs (Tire Replacement, Brake Pads). Safety Compliance & Hazard Awareness