

# KERA WICKER

## SUMMARY

I'm a software developer apprentice with a diverse skill set. I excel in problem solving and business operations. Retaining skills to always improve and maintain a workplace is my goal. I am able to effectively self-manage projects as well as lead team projects through my time at Base Camp Coding Academy- Graduate Institute.

## EXPERIENCE

### Apprentice

*Base Camp Coding Academy- Graduate Institute | September 2023 - Current*

The Base Camp Coding Academy Graduate Institute is a year-long apprenticeship to learn the fundamentals of coding, project management, leadership skills, and supply all the tools needed to be successful in the competitive field of software development. During this time the technical curriculum covers Python, HTML, CSS, JavaScript, Django, Java, and Spring.

### Medical Record Specialist

*Internal Medicine and Pediatric Clinic | November 2022 - Current*

- Processed and invoiced records requests from patients, providers and third parties.
- Identified discrepancies between paper and electronic records.
- Entered patient insurance, demographic and health information into software and confirmed records.
- Maintained complete confidentiality in accordance with organization and legal requirements.
- Retrieved medical charts for healthcare staff for filing in medical records.
- Adhered to HIPAA guidelines when handling protected health information.
- Handled incoming calls and directed callers to appropriate department or employee.
- Organized patient charts, gathering medical histories, lab results and consents.
- Collected, filed, scanned, and retrieved confidential patient information.

### Team Leader Manager

*Chick-Fil-A | Tupelo, MS | January 2016 - January 2022*

- Oversaw daily workloads and workflow for smooth operations
- Initiated training sessions and coached employees to develop effective staff
- Solved problems, handled escalated issues and mitigated risks
- Supervised and monitored team productivity by observing daily activities such as Handling Customers, Handling money drawers, comply with COVID 19 regulations, etc
- Delegated work assignments and prioritized tasks
- Conducted regular employee performance evaluations to offer constructive feedback and solutions to propel improvements and growth
- Streamlined efficiency, reduced labor hours and boosted profitability to optimize overall productivity
- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability
- Handled over \$ 10,000 in funds each day in fast-paced Food Service environment

## CONTACT

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📍 Saffillo, MS 38866

[Bold Profile](#)

## SKILLS

- Software Development
- Document control
- Schedule and calendar management
- Product and service understanding
- Administrative duties
- Meeting planning
- Strong problem solver
- Team management
- Business operations
- MS Office
- Communications
- Supervision
- Customer service
- Organization
- Programming
- Product Management
- Technical Analysis
- Software Debugging
- Program Coding

## EDUCATION AND TRAINING

### Associate of Arts

Accounting

Itawamba Community College, Fulton, MS

December 2019

### High School Diploma


Saffillo High School, Saffillo, MS

May 2018

### Bachelor of Arts

Business Administration

University of Mississippi, University, MS

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- Completed thorough opening, closing and shift change functions to maintain operational standards each day
  - Cross-trained in every store role to maximize operational knowledge
  - Strengthened operational efficiencies and traceability, developing organizational filing systems for confidential client records and reports.

## **WEBSITES, PORTFOLIOS, PROFILES**

- <https://github.com/kwicker22?tab=repositories>
- <https://www.linkedin.com/in/kera-wicker-97512115a/>