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| MB Personal info **Address:**  4911 Bella Strada Ct  Las Vegas, NV 89141  **Email:**  <Bass.Marcus@Icloud.com>  **LinkedIn:**  <https://www.linkedin.com/in/marcus-bass-7598b6106/>  **GitHub:**  <https://github.com/marcusbass323>  **Phone:**  213.716.5767 educationLambda SchoolJul 2018 – Current Computer Science:  (graduation: Aug 2019) Skills MS Office • IBM Cognos • HTML5 • CSS • Flexbox • Git • CSS Grid • Preprocessing • JavaScript ES6 • VS Code • Android Studio • Trello • GitHub • React • JSX • Redux • AJAX • Less • C# • AXIOS • Node • Postman • Express • CRUD • SQL • KNEX | |  | | --- | | Marcus Bass |  ExperienceFulfillment Coordinator • Hilton grand vacations • Aug 2018 – Current  * Help manage projects through the design and development process, while making recommendations on new and emerging technologies. * Work in collaboration with Salesforce and Cognos admins/developers to ensure proper implementation of data. * Analysis and forecasting of company inventory. * Data entry and updates in programs like Google Sheets, Excel, VOICE and other C# based programs. * Process support requests from internal staff. * Distribution of IBM Cognos generated reports to upper management. * Maintaining accurate notes and records on assigned projects.  Sr. compliance officer • pcihipaa • jan 2017 – Aug 2018  * Budgeting cash and forecasting for senior management. * Scheduling internal compliance audits for healthcare practices and hospitals. * Assisting hospital privacy and security management on HIPAA related business needs. * Scheduling appointments for implementation of HIPAA technical safeguards, including email encryption and cloud data back-up. * Providing first-tier technical support for email encryption and cloud data issues. * Reviewing monthly HCAHPS reports and identifying statistical trends in sub-standard patient care.  Call Transfer Agent • Hilton grand vacations • nov 2017 – To dec 2017  * Selling mini-vacation packages for multiple property locations, while following the business rules for corporate telemarketing in an inbound role. * Maintaining an upbeat and positive demeanor at all times while interacting with Hilton guests. * Ensuring that guests meet minimum eligibility requirements to tour sales center. * Distribution of authorized Hilton Grand Vacations information.  Sales Team lead • cox communications • Dec 2016 – To Nov 2017  * National leader residential security sales (Q2 2017 – Q4 2017) * Prepared daily reports for agents to stay up-to-date on all monthly goals/metrics via Microsoft Excel. * Implementing and managing effective processes, training, and systems for capturing, documenting, and responding to customer feedback forms assigned by department manager. * Handling of customer feedback reports, including contacting the customer to prevent any disconnection of service and deescalate issue(s). |

### Experience (continued)

#### Office coordinator • city career fair • mar 2011 – To oct 2016

* Managing cost, tracking revenue and processing payroll for employees and independent contractors.
* Verifying that all PO’s have been closed, and if not working with account managers to reach resolution.
* Verifying that all costs have been applied to the appropriate career fair in the correct city.
* Manage preparation of payroll for 150+ national employees.
* Monitoring and managing fund flow and cash flow statements.
* Ensuring compliance within each city, state and federal regulations, to include filing city, state and federal tax return and W-2 forms; monitor balancing, reporting, and reconciliation of tax liabilities.

#### Senior Account executive • the brandx group • apr 2006 – sept 2010

* Strategically identifying, developing and implementing strategies to improve the current and former UCLA Healthcare patient experience and to ensure continuous community engagement through data collection and demographic analysis.
* Assisting in creation of UCLA Healthcare video promotions aimed at educating patients and their families on various hospital patient resources. Formatting video promotions for visual display terminals located throughout the hospital.
* Using QuickBooks to perform basic accounting duties, including aspects of A/R, A/P, billing, payroll, and bank reconciliation and workers compensation.
* Keeping track of projects and deadlines with Basecamp project management software.
* Ensuring that all electronic records are properly secured and back-up protected.
* Enforcing adherence to business quality standards (style guides) relating to all legal, tax and financial documentation types and templates, both internal and external.

#### Help Desk Intern • Martin luther king jr hospital • aug 1994 – jun 1998

* Navigating the hospital customer service desk application, to include responding to and/or routing all incoming service requests.
* Providing timely response to all issues, updating users on status and soliciting additional information.
* Creation and assignment of help desk tickets based on incoming email and phone requests.