

Mario Contreras Jr

(951) 234-9433 • mcontrerasj96@gmail.com

Education

Arizona State University

Bachelor of Science, Computer Information Systems

Online

Expected 2025

Palomar College

Associate of Science, Business Administration

San Marcos, CA

August 2021

Technical Skills: Java (Beginner), Windows, MacOS, SQL (Beginner), Outlook, Microsoft Office, Google Suite, Microsoft Excel, Eclipse IDE, Unreal Engine, Data Visualization, Cura, CAD

Core Skills: Troubleshooting, Computer Hardware, 50+ WPM Typing Speed, Conflict Resolution, Telecommunication, Customer Service, Time Management

Certifications

Google/ Coursera

Technical Support Fundamentals

January 2023

Experience

Supplemental Health Care

Contract Auditing Specialist

September 2021 - February 2023

- Corresponded with accounting to create and activate job orders and enter pay/bill rates.
- Designed an automated excel form to calculate success rates for travel contracts in order to coach recruiters.
- Resolved discrepancies with the pay bill system and followed up with appropriate team members.

Grand Vision Optometry

Billing Specialist

August 2020 - September 2021

- Improved troubleshooting process to expedite and clarify external prescription remakes.
- Billed patient insurance companies by entering correct HCPCS for services rendered.
- Contacted laboratories and frame manufacturers to order lens and frame warranties or redoes.

Laboratory Supervisor

September 2019 - August 2020

- Updated lab order and optician order forms to expedite job processing times and prevent loss.
- Performed minor maintenance on lens edging machines and balanced lensometers.
- Sustained relationships via email or phone with external laboratories to increase vendor accountability and communicated any order delays to patients.

Optometry Assistant/ Administrative Assistant

November 2018 - September 2019

- Developed a base script that increased patient opt-in for optional services by 15%.
- Maintained and performed minor repairs on ophthalmic machines to ensure accuracy with patient readings..
- Documented patient demographics, vision issues, and medical history for doctor consultations.

Tocumbo Ice Cream

Assistant Manager

June 2014 - December 2018

- Scheduled and participated in applicant interviews and training of new staff.
- Implemented a new inventory management process, reducing food waste by 30%.
- Created monthly work schedules for all staff while keeping in mind any PTO notifications.