

Melissa E. Hughes

717-701-7607 · melissahughes@outlook.com · www.linkedin.com/in/melissahughes216

EDUCATION

We Can Code IT

Cleveland, Ohio

Software Developer Boot Camp

Expected graduation December 2016

Computational Thinking · C# · .NET · SQL · HTML · CSS · JavaScript

Cuyahoga Community College

Cleveland, Ohio

IT Service and Support Technician Certification

Completed - March 2015

Computer Hardware Support · Operating Systems & Software · Networking Fundamentals

Network Security Fundamentals · Cisco I: Basic Networking Technology · Cisco II: Basic Routing and Switching

Cisco III: Intermediate Routing and Switching · Cisco IV: Basic WAN Technology

Cleveland State University

Cleveland, Ohio

Bachelor of Arts in Psychology

Achieved Dean's List status 2006, 2007 and 2008

SOCIAL MEDIA AND TECHNOLOGY EXPERIENCE

Footballthebasics.com

Online, Company based in New Orleans, Louisiana

Virtual Assistant

June 2010 – May 2014

- Developed website to promote book sales to local and international audiences
- Scheduled Facebook and Twitter posts that encouraged book sales and maintained an online presence
- Responded to online inquiries and social media posts for future research

Community in Action

Online, Company based in Rio de Janeiro, Brazil

Social Media Staff

August 2011- December 2012

- Generated content by researching various articles showing the importance of volunteering and benefits of volunteering in Rio de Janeiro
- Contacted blogs and online news outlets to arrange interviews and stories highlighting Community in Action
- Scheduled Facebook and Twitter updates to maintain a consistent online presence

EXPERIENCE

Human Arc

Cleveland, Ohio

Payment Recovery Specialist

November 2015 – August 2016

- Analyzed denied claims to determine the root cause of the denial and work to overturn the denial
- Aggressively negotiated with insurance agencies to have claims reprocess
- Obtained requested medical documents from EPIC, Revenue Recover, ePremis, UH Hospital and Cleveland Clinic portals to submit to payers.
- Gathered pertinent information for clinical staff to draft reconsiderations and appeals for agencies to review
- Selected as trainer for new hires to the department

Cosmic Bobbins

Cleveland, Ohio

Store Manager

June 2014 – August 2015

- Developed store website using Squarespace and maintained online presence via Facebook
- Assisted customers with in-store, phone and online purchases
- Responsible for maintaining accurate inventory of merchandise
- Initiated contact with vendors concerning stock and special orders
- Organized class and party schedule to eliminate conflicts with shoppers and vendors

Bellefaire JCB

Cleveland, Ohio

Departmental Licensing Coordinator

June 2013 – June 2014

- Updated electronic foster care records for 40 youth using The Echo Group's Clinician's Desktop software

- Generated weekly reports in Excel and Word for department meetings
- Created promotional materials, event programs and seasonal mailings using Microsoft Publisher and Adobe InDesign
- Processed and tracked payments and reminders on spreadsheets for adoption clients
- Arranged training logistics for ongoing and pre-service training for foster care and adoption department
- Updated website with changes and updates in the foster care and adoption department

ActionAIDS

Philadelphia, Pennsylvania

Behavioral Health Specialist/ HIV Test Counselor

August 2010 – November 2012

- Completed Intake in accordance with AIDS Activity Coordinating Office (AACO)
- Updated testing results, client demographics and managed services provided using the joint website from AACO and Centers for Disease Control and CAREWare
- Performed face-to-face needs assessments with clients and obtained medical, demographic, and consent information
- Assembled care plans with client and other members of support team
- Provided HIV tests and HIV/AIDS counseling to individuals and groups
- Traveled for home, hospital, clinic, and office visits when required
- Assisted clients with negotiating social services, arranged and ensured linkage with other services
- Consulted with client care providers with discharge plans and home care plans

Planned Parenthood of Central Pennsylvania

Gettysburg, Pennsylvania

Regional Health Educator

August 2008- August 2010

- Promoted and responded to requests for sexuality education programs in schools, agencies and other community organizations
- Collected and processed program and demographic data and prepared reports in Excel for funding sources in accordance with contract and grant guidelines
- Responsible for writing monthly women's column for *The Gettysburg Times*
- Presented safer sex curriculum to inmates at county correctional facility
- Provided direct care to patients seen for both family planning and surgical services in the clinic

Hillcrest Hospital

Mayfield Heights, Ohio

State Tested Nursing Assistant

February 2007–August 2008

- Provided a high standard of care to patients and promoted their equality and dignity at all times
- Assisted with patient hygiene, mobility and physical comfort while observing and reporting changes
- Reported clinical observation of patient temperature, pulse, respirations and blood pressure
- Ensured all duties were carried out in accordance with current quality initiatives within work area

Priority Dispatch

Cleveland, Ohio

Independent Contractor

May 2005–December 2006

- Maintained patient confidentiality while promptly and courteously delivering medical supplies
- Demonstrated excellent map reading skills to navigate throughout northeast and central Ohio