

Monique Houston

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[LinkedIn](#)

PROFESSIONAL SUMMARY

Detail-oriented, problem solver with previous experience as a Technical Account Specialist. I am interested in attaining a career that will allow me to excel and highlight my previous work experience.

TECHNICAL SKILLS

W3Schools JavaScript Certification (in progress; expected date of completion [07/2023](#))

- HTML
- CSS
- Bootstrap
- Git
- Git Hub

WORK EXPERIENCE

February 2023- July 2023 (*in progress*) | **Generation USA - Junior Web Developer Program**

TRAINING PARTICIPANT/STUDENT

- Participating in a 22-week, 350+ hour Junior Web Developer program that emphasizes hands-on practical application.
- Learning fundamentals of JavaScript, HTML, CSS, programming fundamentals, developer tools, git and problem-solving.

July 2022 – Present | Luna Care Physical Therapy | Rocklin, CA

CREDENTIALING SPECIALIST

- Credentialing Physical Therapists with insurance payers to join the organization's platform.
- Reviews Physical Therapists credentialing files and works with Therapists to obtain the necessary documentation for onboarding.
- Identifies expired documentation to assess next steps for Physical Therapists on the platform. (i.e. closing/pausing accounts if documents are not received on time)
- Documents all correspondence regarding Physical Therapists, and updates files accordingly.

September 2016 – July 2022 | UCP/United Cerebral Palsy | Sacramento, CA

ACCOUNT MANAGER/TECHNICAL SPECIALIST

- Created app wireframes for Software. Comparing apps and gaining perspective on which features app should have added to create a better user experience for clients.
- Created tutorial videos for training purposes to assist clients who purchased software.
- Conducted live demos with Marketing Director.
- Re-writing manuals on updated changes to software.

EDUCATION

Generation USA – Web Developer Program – 02/2023 - *Present*
Sacramento City College, Business Administration, 2005, 2012