Monique Houston

[Portfolio](#) | Carmichael, CA
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PROFESSIONAL SUMMARY

Detailed problem solver with experience in administration and technology, seeking Content Editor role.

TECHNICAL SKILLS

HTML   CSS   Git   GitHub   Content Management Systems   Figma

WORK EXPERIENCE

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.
- Identifying 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

- Contributed to updating and maintaining client website portals.
- Designed wireframes for app and portal development as part of the software creation process.
- Analyzed app and portal options for improved user experience and optimal features.
- Contributed creatively to software feature enhancements, devising client-focused solutions.
- Provided client support for software issues, resolving glitches.
- Led client meetings for software updates, resolving issues, and providing tailored solutions.

EDUCATION

November 2023 - Current | **Coding Phase – Tech Accelerator Program**
WEB DEVELOPER STUDENT

- Acquired proficiency in HTML, CSS, Google Analytics, Figma and Content Management Systems such as WordPress, Shopify and Contentful.

February 2023 - July 2023 | **Generation USA – Coding Bootcamp**
JUNIOR WEB DEVELOPER STUDENT

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