

# Micheal “Cole” Young, SC

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## EXECUTIVE SUMMARY

A Solutions Consultant with more than 2 years of experience building and maintaining software used for the purposes of electing health benefits. Has over 4 years of experience in web based technologies such as **HTML**, **CSS**, **Javascript** and active knowledge in web application frameworks such as Django and Flask.

## CURRENT PROJECTS

Business website and Django project creator.

## FUNCTIONAL EXPERTISE

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|----------------------------------|------------------|
| • Strong customer service skills | • Reliability    |
| • Timely record management       | • Problem solver |
| • Excellent communication skills | • Multitasking   |
| • Adaptability                   | • Automation     |

## FUNCTIONAL EXPERTISE DEMONSTRATED

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### SELERIX SYSTEMS

03/2019 – present

*Selerix Systems produces software (Selerix BenSelect) trusted by employers, brokers & carriers to facilitate: benefits administration, enrollment, employee engagement and Affordable Care Act (ACA) reporting tools.*

#### Solutions Consultant

Building new cases for clients, managing re-enrollments for existing clients, configuring EDI files, auditing completed enrollments through the process of case wrap up, providing additional case functionality through the use of JScript, creating dynamic text banks with ASP and updating general text banks using HTML and CSS.

- **Problem solver:** Exercising sharp problem solving skills to provide best enrollment experience.
- **Multitasking:** Managing several tasks simultaneously through deliverables while tending to case builds and case wrap ups.
- **Automation:** Creating personal Python applications to assist in timely completion of tasks.

### AMERISOURCEBERGEN/GSK PAP

12/2015 – 03/2019

*AmerisourceBergen (NYSE: ABC) provides pharmaceutical products, value-driving services and business solutions that improve access to care.*

#### Patient Case Coordinator

Walk patients through program guidelines, assisting with refill requests on medication and completing applications.

- **Strong customer service skills:** Providing the best customer service in an effort to build a professional rapport with patients and advocates.
- **Timely record management:** Completing many applications during the required timeframe.

## CIGNA HEALTH INSURANCE

07/2011 – 10/2015

*Cigna, a global health insurance service company, offers health, dental, supplemental insurance and Medicare plans to individuals, families and businesses.*

### **Customer Service Representative**

Assisted with plan benefits, claims and general inquiries related to health insurance plans.

- **Excellent communication skills:** Provided clear and accurate information regarding patients policy.
- **Adaptability:** Was able to adapt to constant policy shifts regarding benefit confirmation and correct verbiage used to comply with standard operating procedures .
- **Reliability:** Made sure that follow ups were made for previous patients seeking callback to insure quality of service.

## **OTHER RELEVANT INFORMATION**

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**Languages:** English

**Skills:** Python, HTML, CSS, Javascript, C#, SQL, Django, Qt, Flask, Excel, Powerpoint, Word, GIMP, Adobe XD, Figma, Git, Linux.