




# Steven Green


## Full Stack Developer


### Portfolio

Phoenix, Arizona, 85085 

(480) 692-1756 

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GitHub 

LinkedIn 

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### Skills

MERN Stack • MongoDB & Mongoose • Express.js • React • Node.js • Progressive Web Application (PWA) • Regex • Model-View-Controller (MVC) • Express-Handlebars • MySQL & Sequelize • Object-Relational Mapping (ORM) • SQL • Object-Oriented Programming (OOP) • Server-Side API • Third Party API • JQuery • Moment.js • Web API • JavaScript • Bootstrap • CSS • HTML

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### Education

JAN 2023

[Full-Stack Coding Certificate](#)/University of Arizona, Tucson, AZ

MAY 2016

[Associate in Business](#)/Estrella Mountain Community College, Avondale, AZ

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### Experience

2023 - PRESENT

[Teaching Assistant – Full Stack Web Development](#)/edX, Phoenix, Arizona

- I assist instructor teaching 30+ students at a coding bootcamp learning full stack web development.
- I help students with comprehending coding material in main class, breakout rooms and office hours.
- I take attendance, push solutions at the end of class, and grade student projects.

2020 - PRESENT

[Patient Access Representative III](#)/Accredo (Cigna's new specialty pharmacy), Phoenix, AZ

- Resolved 50+ rejected insurance claims a day for specialty medications. Reached out to insurance plans, providers, and patients for any updates or overrides.
- Participated in 2 pilot programs to help streamline the insurance change process. The process was to isolate insurance change claims only using a new insurance change application.
- Assisted instructors with 2 training classes of 10 to 15 people as a subject matter expert.

2018 - 2020

[Pharmacy Technician](#)/Cigna Specialty Pharmacy, Phoenix, AZ

- Loaded incoming prescriptions from the raw script the provider faxed in. Reached out to providers offices to resolve or clarify any issues on the prescription.
- After Rx has been processed I would bill the insurance. If the claim was rejected I would reach out to the patient's insurance plan to resolve the rejection.
- Helped trainer by assisting in class of 10 people as a subject matter expert on failed claims.
- Participated in a failed claims pilot program to increase efficiency by having some techs just work on a single task instead of the entire process.

2017 - 2018

[Customer Service Advocate](#)/Cigna Medical, Phoenix, AZ

- Provided customer service for 60+ inbound calls a day from members and providers in the medical benefits and claim department.
- When a member or provider called in, I would outline the members benefits for them. Such as coverage, network status, and copays/coinsurance.
- I resolved escalated member calls for various claim issues. Such as out-of-network, high copays, prior authorization, and appeal issues.