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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

# Education

### Jan 2023

##### Full-Stack Coding Certificate/University of Arizona, Tucson, AZ

### May 2016

##### Associate in Business/Estrella Mountain Community College, Avondale, AZ

# Coding Projects

##### AppointMe!/An appointment scheduling app.

* MERN Stack.

##### J.A.T.E./An installable text editor app.

* Progressive Web Application. Setup manifest.json, service workers, and indexedDB.

##### Social Network API/Back-end of a social network app.

* MongoDB & Mongoose. Created GET, POST, PUT, and DELETE routes. Used Insomnia to test.

##### Infinite Disc/ Record store inventory tracking app.

* Express-Handlebars, MySQL, and Sequelize. Created POST routes to create inventory cards.

##### Tech Blog/Blog and comment with multiple users app.

* Model-View-controller. Express-Handlebars, MySQL, and Sequelize

##### E-Commerce/Back-end of an e-commerce app.

* Object-Relational Mapping. MySQL & Sequelize. Created GET, POST, PUT, and DELETE routes. Used Insomnia to test.

##### Employee Tracker/Command-line application to build and manage employee database

* SQL.

##### Noter Taker/A note taking app.

* Express.js, Bootstrap, font awesome, and local storage.

##### Team Profile Generator/Command-line application to generate HTML webpage

* Object-Oriented Programming. Node.js, Inquirer, and Jest for testing.

##### ReadMe Generator/ Command-line application to generate a ReadMe

* Node.js and Inquirer.

##### Drink/Application to search and display cocktail information

* Server-Side API’s – CocktailDB and PunkAPI. Used modal for alert.

##### Weather Dashboard/ A weather forecasting app.

* Server-Side API – OpenWeather.

##### Work Day Scheduler/A calendar app. for scheduling a 9 to 5 work day by the hour

* Third-Party API, JQuery, Moment.js, and Bootstrap

##### Quiz Time!/A timed coding quiz app. with a high score board.

* JavaScript, CSS, HTML, and local storage.

# Experience

### 2020 - Present

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

* Resolve rejected insurance claims for specialty medications. Reach out to insurance plans, providers, and patients for updates or overrides.
* Participated in 2 pilot programs to help streamline the insurance change process.
* Assisted instructors with 2 training classes 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 pt insurance plan to resolve the rejection.
* Helped trainer by assisting in class as a subject matter expert.
* 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. In my case it was the failed claims part of the process.

### 2017 - 2018

##### Customer Service Advocate/Cigna Medical, Phoenix, AZ

* I took inbound calls from providers and members in the medical benefits and claims 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.

### 2015-2017

##### General Contractor/ G&G Specialty contractors, Gilbert, AZ

* Home and commercial remodeling.
* Most common task was demo and drywalling. But the company was a general construction service. So I performed many other tasks as well.
* Other tasks I did were framing, trim, painting, pluming, cabinet installation, doors, and windows.

### 2013 - 2015

##### Sales and Reservation Agent /U-Haul, Phoenix, AZ

* I took inbound calls from customers inquiring about general store items, reserving equipment or storage units.
* This was a commission-based position. Were the more trucks, trailers, storage units, and add-ons I could reserve the more I could increase my income. With this model I learned how to control a call from beginning to end, create a sense of urgency, overcome objections, and answer all the customers questions in a timely manner.

### 2010 - 2013

##### Photo Supervisor/CVS Pharmacy, Phoenix, AZ

* I handled training for new onboarding associates.
* I did the intake for the inventory of the store and more specifically the photo department supplies.
* As the head of the photo department I was the expert on the machinery and the chemical needed to run the department.
* I performed the general duties of the front counter and audited the registers at the end of the day.

### 2009 - 2010

##### Loss Prevention/Marshalls, Tempe, AZ

* Prevented internal and external theft of the store.
* I surveyed the store on foot as an undercover shopper and on multi. camera monitors.
* When I witnessed a shop lifter in progress, I had to maintain visual of the shop lifter until they have passed all points of sale. At that point verbally apprehend the individual and process them in the security office. In some cases depending on the amount stolen call law enforcement to take greater action.

### 2007 - 2009

##### Steel Framer/Rambo Construction, Magnolia, Texas

* I constructed 2 to 3 story buildings using large steel columns with steel purlin/girts for the walls and roof.
* Once completely framed I installed the insolation and metal roofing sheets.
* I operated heavy machinery such as forklifts and small cranes to move the column into place. Also to stage incoming pallets of materials.