

OLIVIA BERTINELLI

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OBJECTIVE

I am an upcoming Software Development graduate with a foundational knowledge in scripting languages, data analysis, and marketing skills, seeking an entry-level position in tech to grow my skills and contribute to the company's success.

EXPERIENCE

Medical Scheduler

Talley Eye Institute | Evansville, IN

October 2024-Present

- Ensuring accuracy in all referrals, insurance information, patient identifiers, and all other data entered in our system
- Utilizing multiple healthcare software applications simultaneously
- Main point of contact for patients across 7 clinic locations, managing high volume of contacts and data entry and ensuring schedule optimization
- Ensuring alignment with medical billing and coding and HIPAA requirements

Level II Consumer Specialist and Escalation Expert

Reckitt – Nutrition Team (Enfamil) | Evansville, IN (remote)

May 2021-October 2024

- Maintained a high level of knowledge about products, services, and the software used including Salesforce and Shopify to manage customer data
- Provided exceptional consumer support across 4 channels including requests for tech support and troubleshooting with our mobile applications and website
- Specialized in de-escalation techniques and problem-solving skills in highly emotional conversations and ensuring all contacts were thoroughly documented

Frontline Agent and Qualified Wheelchair Operator Instructor

United Airlines | Evansville, IN

August 2018-May 2021

- Enforced TSA and FAA regulations to maintain operational safety
- Cross-trained across all airport operations including compliance and passenger services
- As the wheelchair Operator instructor, trained and tested all other team members on providing safe, ADA-compliant, and compassionate service to all passengers

EDUCATION

Associate's degree- Software Development

Ivy Tech Community College | Evansville, IN

August 2023-December 2025

Certificate in Software Application Development

Ivy Tech Community College | Evansville, IN

Awarded May 2025

AWARDS

Kiwanis Award for Strategic Business Marketing

Kiwanis Club Indiana District | Evansville, IN

Awarded May 2018

ADDITIONAL SKILLS

Technical Skills

- Programming languages (Python, JavaScript, SQL, Godot)
- Web development (HTML, CSS)
- Version control (Git, GitHub)
- Agile development
- Debugging
- CRM systems (Salesforce)
- CMS systems (WordPress, Webflow)

Soft Skills

- Verbal and written communication
- Troubleshooting and problem-solving
- De-escalation, empathy, active listening
- Team collaboration and collaborative tools (Trello Kanban tool)