Owen Tashlin

Fullstack Software Engineer

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Coming out of a design and invention background, I approach front end and full stack software development as an opportunity to find new solutions. I excel in environments that allow for collaboration and free exchange of ideas, as many eyes on a problem will always yield a better resolution in the end. I have extensive customer service experience, giving me a good understanding of how a user experience effects the impression of a brand as a whole. This combination of problem solving mentality and understanding of ground-level consumer experience has given me a valuable perspective when training and supervising others, as well as in my own work.

Skills

Fullstack Software Development · React · JavaScript · Group Collaboration · HTML 5 · Cascading Style Sheets (CSS) · JSON Web Token (JWT) and OAuth Authentication · CSS Flexbox and Grid Page Layouts · Python (Programming Language) · GitHub/Git Project Version Control · Bootstrap · Front-End Development · Node.js · MongoDB and Mongoose ODM · Express · SQL · Heroku · Data Structures and Algorithms

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Development and Design Experience

Software Engineering Fellow at General Assembly   **Oct 2022 - Present**
Portland, Oregon

- Collaborated in problem solving, debugging, and other software engineering tasks with group and solo. Created new applications to address real world user interests and needs. Worked both solo and in groups on multi-stage projects focusing on front-end and full stack applications.

- Sample of Recent Projects: a JavaScript version of the game classic game Simon; a full-stack application utilizing MongoDB allowing users to catalog projects and make inventories for new ideas and supplies; an app utilizing Django/Python allowing users to keep a list of books and teas they enjoy together; a single page app utilizing React where users can get recommendations for new reads, share what they are reading, and share their writing online.

Customer Services and Management Experience

Patient Access Specialist at Oregon Health & Science University　　　**May 2022 to Present**
Portland, OR

- Managed doctor's schedules and appointments with important information for check-ins, and monitoring insurance coverage on file is still accurate and current.

- Manages recurring and one time schedule requests from multiple provider practice, ensuring that scheduling of patients are accomplished in a timely manner, confirms schedule requests with doctors for accuracy, and contacting patients to indicate or confirm changes necessary.

- Responsible for incoming faxes from other practices, pharmacies, and providers, as well as internal messaging from patients and providers across multiple platforms, triaging requests and addressing or forwarding to providers accordingly.

- Checks patients in and out, confirming all insurance and personal information is up to date, confirming accuracy of personal and benefit information on file.
Manages incoming multi-line phone system, fielding incoming calls from various departments, other offices, and patients.

Patient Care Advocate at Willamette Dental　　　**September 2021 to May 2022**
Tigard, OR

• Checks patients in and out, confirming all insurance and personal information is up to date, registers new patients and confirms benefits coverage.
• Manages incoming multi-line phone system, fielding incoming calls from various departments, other offices, and patients.
• Manages doctor's schedule, making sure that all segments are scheduled in an appropriate and timely manner, noting appointments with important information for check-ins, and monitoring insurance coverage on file is still accurate and current.
• Maintains multiple provider's waitlists for various types of services, both general recurring services and specialty procedures.
• Assists with incoming referrals for services, reviews referrals and based on request schedules patients or places them on appropriate waitlists.
• Maintains a weekly report of patient information focusing on outstanding balances and correct office/ provider assignments.
• Member of the Care Advocate Retention committee and Team Building Committee, focusing on employee retention and engagement on a local in office and more global company wide scale.
• Spearheaded the inclusion of Diversity, Equity, and Inclusion perspectives and events into the

Team Building Committee agenda, allowing for more inclusive and productive employee engagement.

Intake Coordinator at Maine Medical Center Out Patient Psychiatry   July 2020 to Sept 2021
Portland, ME

• Respond to incoming and internal referrals for multi-location practice of over 50 providers, via Epic, fax, email and phone.
• Maintain wait lists and schedule intake appointments for new services for psychiatry, intensive out patient, and rapid access psychiatry intake
• Wrote and maintained SOP documents for transition from legacy system to Epic conversion for Intake and Referrals
• Process insurance verification for incoming patients
• Extensive work with multiple electronic medical records systems (EMR), experienced in migration from one system to another (Meditech to Epic).
• Designed and implemented new processes for triage of incoming referrals based on clinical criteria provided and maintained waitlists based on that criteria
• Manned multi-line phone system, fielding calls from internal and outside providers, patients and families, and outside agencies to advise on the referral processes for different program, the requirements for those different programs, and status checks on existing pending referrals through multiple tools including spreadsheets and work queues in Epic.

Customer Service and Intake Specialist at Sweetser   June 2019 to July 2020
York, ME and Sanford, ME

• Client management for multiple clinicians in mental and medical healthcare setting: Maintained the schedule multiple clinicians in both local and remote locations. Managed client contact, including scheduling, reminder calls, intakes, and any other necessary communication. Assisted with scheduling and waitlist management for Sanford and Brunswick office overflow.
• Extensive work with multiple electronic medical records systems (EMR), experienced in migration from one system to another (provider to welligent).
• Office management, York office: helped to consolidate ordering process across Clinic Based Therapy offices for supplies, allowing for more consistent tracking of department expenditures. Maintained the general appearance of the office to a high standard as well as cultivating a comfortable atmosphere for clients and staff alike.
• Peer Training: Assisted in the training of other staff in new processes by creating training documentation and working to become a general subject matter expert as the transition from Provider to Welligent was completed.
• Cash management: Coordinated the drop off of banking and cash payments with the accounting department in order to assure consistent payment processing for clients in the York office.

Customer Care Lead at Charter Communications   April 2013 to June 2019

Portland, ME

• Customer Service/Escalated Call Resolution: Working in various capacities for 6 years as a Customer Service Agent and Lead. Took escalated calls from customers, assisted agents with all aspects of daily
duties including order entry, call handling and de-escalation, follow up on complicated situations requiring longer term observation or assistance from other departments or leadership.
• Technical/Troubleshooting: Assisted customers and fellow agents in all aspects of their service, over the phone and in person. This includes talking a customer through the connection and activation of a new device, assisting installation/repair techs on site with issues in the billing system, assisting other agents with troubleshooting technical issues (e.g. PC issues, billing system errors), collected and forwarded examples of potential issues to engineering if an issue was identified
• Trainer: Co-taught New Hire Curriculum as well as other duties as assigned: e.g. proctoring assessments, scheduling and facilitating other non-New Hire training and feedback sessions, etc; built and maintained Progress Partner schedule for New Hire Floor Training, paying special attention to skill/ personality in an attempt to make pairings as productive as possible; maintained a running analysis of Helpline reach-out trends for agents hired within the last 90 days in order to assist with pinpointing training program weaknesses.
• New Hire Training Support: Assisted as the Lead assigned to new hire team while in training, supported with coaching specific to skills and behaviors for success as they were in the nest and as they transition onto the floor; co-developed tracking program for new agents focused on identifying training gaps and coaching opportunities while still in training. Maintained staffing list and managed scheduled for Floor Mentor support during floor mentor training sessions for new agents.
• Peer Trainer/Floor Mentor: Piloted and developed Floor Mentoring and Ambassador Programs for prospective and newly hired agents in training. Focused on assessing suitability, skills and sales behaviors. Maintained an active dialog with supervisors, giving status updates and feedback on areas of excellence and opportunity. Created documents to help new agents with soft skills training and helped with learning to effectively use tools and be better agents over all.

Education

General Assembly
Certificate of Completion, Software Engineering - Oct 2022 - Jan 2023
Full-stack software engineering educational program, including training in JavaScript, React, Django, Python, MongoDB, Express, HTML, and CSS.

Hampshire College
Bachelor of Arts, Design and Entrepreneurship