

# Rhonda Mays

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**SOFTWARE ENGINEER IN ST. LOUIS, MO**

**PHONE** 618-477-6163 | **EMAIL** [maysrhonda.7@gmail.com](mailto:maysrhonda.7@gmail.com)

**GITHUB** <https://github.com/rhondamays> | **LINKEDIN** <https://www.linkedin.com/in/rhonda-m-186928125/>

I'm a current Full Stack Bootcamp student with a strong drive and willingness to learn.

## LANGUAGES

- Javascript
- Java
- HTML5/CSS3
- SQL

## FRAMEWORKS

- Angular
- Hibernate
- Spring
- NodeJS

## DATABASES

- MySQL

## TOOLS

- Git
- Github

## PROJECT EXPERIENCE

### Scrabble Scorer

- A program that accepts user input in the form of a word and returns a Scrabble score relative to one of three scoring algorithms.

## WORK EXPERIENCE

### Claims Analyst, Lumeris, Maryland Heights, MO, February 2020 – Present

- Evaluates hundreds of medical claim lines to ensure validity and accuracy in accordance with government regulations
- Manages two complex reports which involve critical decision making on various aspects of the claims handling process
- Receives an average of 99% quality score which is 4% higher than the department standard

### Customer Service Specialist, Lumeris, Maryland Heights, MO, September 2018 – February 2020

- Managed client specific Customer Service email and voicemail inbox.
- Handled internal and external customer complaints and issues to completion.
- Provided department assistance by answering inbound member and provider calls during times of peak call volume.

### Customer Service Representative, Lumeris, Maryland Heights, MO, November 2017 – September 2018

- Handled 80+ calls daily and resolved inquiries that included benefit and eligibility information, billing and payment issues, customer material requests, and physician assignments
- Resolved issues by following up with members, providers, pharmacies, and hospitals
- Collaborated with various internal departments to resolve issues effectively and efficiently

## EDUCATION

**LaunchCode**, LC101 Full Stack Web Development Course — 2022 - Present  
**University of Missouri - Columbia** , B.A. Interdisciplinary Studies — 2016