

# Joseph A. Hill, MBA

4926 Madison Ave. San Diego, CA 92115 • (619) 822-9362 • jos.a.hill@gmail.com

## SUMMARY OF QUALIFICATIONS

Full stack web developer utilizing a background in finance, client success, and health services. Currently in the process of obtaining a certificate for full stack development emphasizing in JavaScript, CSS, and responsive web design from the University of California, San Diego. Over 10 years of increasingly complex and challenging assignments in the areas of administration, accounting, supervision, and quality assurance. Proven ability to meet deadlines, deliver superior performance, and excel in challenging environments. I am passionate about utilizing my existing skills alongside my newly developed full stack abilities to establish a creative and unique user experience.

### **Core competencies include:**

Project management • Time management • Multitasking • Effective communication • Teamwork • Analytical skills • Client relations • Customer Service • Financial reporting • Administrative processes • Information management • Attention to detail

## PROFESSIONAL EXPERIENCE

### **Kaiser Permanente, San Diego, CA**

**August 2019 – Present**

#### **Account Administrative Representative / Special Accounts-Strategic Team**

- Performing account maintenance, billing, reconciliation, reporting, and customer service-related activities
- Identifying, researching, and reconciling billing payments amounts to ensure accurate eligibility determination, payment, revenue, and membership records
- Setting up and maintaining member data including but not limited to processing enrollments, corrections, retroactivity adjustments, and terminations
- Serving as membership liaison for multiple books of business while supporting eligibility, membership, and billing inquiries
- Prioritizing work in accordance with workflow management and direction from senior team members and ensured all high-priority work was completed expeditiously and accurately
- Focusing on results, technical proficiency and problem-solving through continuous adherence to policies and procedures, customer service, and attention to detail

### **Axos Bank**

**July 2018 – July 2019**

#### **Deposit Operations Specialist**

- Created customer online banking access needs and educated them on available features for their individual profiles
- Audited, managed and tracked essential bank documents to ensure consistency and compliance with Axos' Standard Operating Procedures and Working Process Documents
- Served as technical support when issues arose with a customer's online/mobile banking portals
- Collaborated with software developers to help resolve all technical issues associated with the customer's online banking access
- Responsible for processing daily ACH transactions, banking research, and reviewing mobile deposit items
- Assisted in client account maintenance and ensured all information provided for each profile was accurate and up-to-date

### **Donnelley Financial Solutions**

**March 2011 – May 2018**

#### **Project Manager (Financial Service Account Specialist III)**

- Effectively coordinated with CFOs, CEOs, and their legal counsel to plan for their upcoming SEC EDGAR filing
- Helped organize all required data elements needed for SEC EDGAR filings and/or composition
- Provided guidance and direction for the clients, departments, and team members to establish realistic goals for project success
- Diligently processed, reviewed, and prepared documents per SEC regulations, ensuring the highest quality for client delivery
- Engaged with multiple departments such as Composition, Desktop, Prepress, Manufacturing & Shipping to ensure the customers' job requirements for filing and printing were met and completed under the highest standards
- Proactively kept customers informed with their job status, provided additional information on current jobs, directed changes to jobs, as needed, and provided appropriate solutions for all issues presented
- Frequently checked in with client to adapt to their work habits, needs, and personalities
- Continuously focused on finding new ways to build upon positive client rapport

## EDUCATION

**University of California San Diego Extension**  
The Coding Boot Camp

**Expected Completion 05/2022**

### **National University**

Master of Business Administration – Specialization in Organizational Leadership

**2015**

### **University of California, San Diego**

Bachelor of Arts, Human Development

**2009**