

## PROFESSIONAL OVERVIEW

As a self-taught digital designer and web designer, I specialize in building websites, social media content, print promotions, and digital assets that help organizations grow their presence and engage their audiences. Currently, I'm building on my technical skillset through LaunchCode's Web Development Program (Class of 2025), where I'm developing expertise in JavaScript, Java, full-stack web development, databases, and front-end frameworks like React.

## SKILLS

- Technical Troubleshooting & Problem-Solving
- Workflow Optimization
- Time Management & Prioritization
- Collaboration & Communication
- Customer Support & Issue Resolution
- HIPPA & PCI Compliance Training

## EXPERIENCE

### REMITTANCE PROCESSOR SPECIALIST

**Commerce Bank | May 2023 – Present**

- Analyzed and balanced daily deposits, ensuring 100% accuracy in data reconciliation and reporting.
- Troubleshot and resolved system issues, escalating complex problems for timely resolution.
- Processed protected health information (PHI) and financial transactions in compliance with HIPAA and PCI standards.
- Contributed to team-building initiatives by mentoring new employees on department procedures and standards.

### WEB ADMINISTRATOR

**New Beginning Apostolic Church | Jun 2014 – Present**

- Spearheaded the design, development, and ongoing maintenance of the organization's website, ensuring optimal user experience and functionality.
- Led a team of volunteers to execute social media strategies, resulting in a 14% increase in engagement from 2023 to 2024.
- Innovated content creation workflows by implementing tools and strategies that streamlined the design process, saving 15% of project time.
- Trained team members on effectively using digital tools and platforms, enhancing overall efficiency and collaboration.
- Collaborated with leadership to align web and digital strategies with organizational goals, increasing community outreach and visibility.

## **PATIENT SCHEDULING REPRESENTATIVE**

***University of Kansas Health System | Aug 2017 – May 2023***

- Managed patient registration and scheduling, analyzing workflows to enhance appointment accuracy and reduce delays.
- Trained new team members on scheduling systems, fostering a collaborative and efficient work environment.
- Identified process inefficiencies and proposed improvements, leading to a 10% increase in operational efficiency.
- Recognized for exemplary customer service, handling over 50+ daily patient interactions while maintaining a high satisfaction rate.

## **LEADERSHIP AND ACHIEVEMENTS**

- **Workflow Optimization Leader:** Spearheaded process improvements in deposit reconciliation, scheduling, and web content management, increasing efficiency across roles.
- **Team Collaboration:** Trained and mentored team members on technical tools and systems, enhancing collective productivity and knowledge sharing.
- **Creative Problem Solver:** Developed innovative solutions to technical challenges, ensuring seamless functionality and user satisfaction.
- **Commerce Bank at Your Best Award 2024**

## **EDUCATION**

***Software Development-Front-End and Back-End***

**LaunchCode**, Kansas City, MO | Currently Enrolled

***Bachelor of Business Administration – Marketing***

**Baker University**, Baldwin City, KS | 2023

- Dean's List 2023

***Associate of Arts Degree***

**Maple Woods Community College**, Kansas City, MO | 2020

***Medical Assistant Certification***

Concorde Career College | 2011 | GPA: 4.0