

Stephen Young
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Objective

Gain insight and hands-on experience with development and technology while continuing a pursuit and education in the field.

Relevant Skill Sets

- Excellent communication skills through both written and verbal expression, capable of providing precise and clear instructions over the phone or providing thorough, efficient, step-by-step instructions via email
- Currently completing Front-End Development course on Treehouse
- Revisiting and refining ability in HTML and CSS on treehouse TechDegree program, dedicating over 10hrs/week towards completion
- Over 150 hours of coursework and learning completed on own time; maintaining balance with other life-aspects

Previous Work Experience

PacificSource Health Plans, Boise ID

December 2013-Present

Customer Service Representative

- Answer 60-80 calls in a day or over 120 emails responding to customer queries each month
- Reported 24 implemented UI and system changes, and drafted over 30 scheduled changes using wireframe and prototyping techniques to development team for beta Android mobile application before public release updating product version from v11 to v28
- Occasionally troubleshooting and resolving customer issues accessing our online and mobile products; and reporting issues to developer team
- Drafted online prototype for Preauthorization Matrix using JavaScript, HTML, and CSS for Medical Partners of PacificSource

Boulder Community Hospital, Boulder CO

March 2012-August 2013

Receivables Processor/Admissions

- Schedule appointments for Radiology, Surgery, and ECT
- Download and process Medicaid and Insurance Payments Journals
- Provide information about payment, medical procedures, Doctors Office's, websites, and services
- Assist in other areas including Forms Coordination, previous work in Receivables Processing, Radiology, IT, and Environmental Coordination

Elevations Credit Union, Boulder CO**May 2011-December 2011***Floater Teller*

- Assist Members with questions, online banking, and other inquiries
- Support Organization branches throughout Boulder County
- Additional duties as needed in various branches
- Efficiently and quickly performed financial transactions-both electronic and paper monies-while maintaining correct financial balances in cash drawer

Project Portfolio**PacificSource Health Plans****2014-Present**

- "PACS 2.0" business project creating new online presence as a company that references Google's own Material design; having a One-Design approach to provide consistency across our website. Project presented to department and company leadership, currently now on a 5-year roadmap to achieve project vision. Also drafted and presented personal redesigned version of myPacificSource app for future references
- Critical Android mobile app QA and feedback referencing Android developer platform as well as design guidelines prior to release of myPacificSource, improving app version from v7 to v28. Utilizing API's to increase app functionality and integration with Android phones

Absolute Limo LLC**2010**

- Switched Payment processor to Square mobile service, saving company over \$2400 annually
- Provided Google Apps for business to increase ease of access, reduce usage charges, and increase security for business owner and employees

Education**Treehouse www.teamtreehouse.com****Feb 2015-Present**

- "Front-End Developer" Track
- Profile and achievements - <https://teamtreehouse.com/stephenyoung7>

Boise State University, Boise, ID**Fall 2010**

- Health and Wellness
- Astrophysics