WALLIS WILLIAMS

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Skills

Atlassian Confluence	C#
Git and GitHub	Healthcare Claims Testing
Hyland OnBase Unity Client	Microsoft Office (Excel, OneNote, Outlook, PowerPoint, SharePoint, Spreadsheet Compare, Word)
Microsoft SQL Server and MySQL Workbench	Microsoft Visual Studio and Visual Studio Code
Process Documentation	Quality Assurance
Software Development Life-Cycle	TriZetto QNXT Claims Processing web application

Education

TRUECODERS - Hoover, AL   *Nov. 2021- Nov. 2022*
o   Full Stack Software Engineering Bootcamp **-** C#, CSS, HTML, JavaScript, REST APIs, SQL, ASP.NET MVC – View Certificate

TRINITY UNIVERSITY - San Antonio, TX
o   Bachelor of Arts, English

Technical Projects

Portfolio Website | HTML, CSS, Visual Studio Code
o   Developed to showcase projects
o   Set up hosting through GitHub Pages

CRUD Inventory Website | ASP.NET MVC, C#, Dapper, HTML, CSS, SQL, Visual Studio
o   Allows users to perform CRUD functions on items in a MySQL database
o   Utilized JSON to connect to a mock Best Buy database

"Taco Parser" - CSV Parsing and Geolocation Console Application | .NET Core, C#, LINQ, xUnit, Visual Studio
o   Parsed data from a CSV file containing geolocations of restaurants in order to determine which are farthest from each other
o   Wrote xUnit tests to apply Test-Driven Development

Weather Application - .NET Core, C#, API, Visual Studio
o   Used C# and Newtonsoft.Json NuGet package
o   App shows current weather for requested city, by calling OpenWeatherMap API

Organizing Application - ASP.NET MVC, C#, Dapper, HTML, CSS, MySQL Workbench, Visual Studio
o   CRUD application for organization-related tasks
o   Integrated a Bootstrap theme

<div align="center">**Experience**</div>

Remote
QA and Testing Advisor (Band 4) *Jan.2019-Present*
o Manage department's QNXT configuration cleanup process and documentation process - leading meetings with stakeholders and management, coordinating efforts, and prioritizing needs, in order to streamline processes and improve configuration accuracy and compliance
o Collaborate with development team to automate cleanup SQL reports in order to improve process efficiency
o Create and maintain QA test case templates in Excel, write SQL queries containing joins, concatenation, unions, temp tables, and subqueries to ensure QA process is consistent among analysts
o Assist with interviewing and onboarding new employees

CIGNA MEDICARE Nashville, TN (remote since 2/2017)
QA and Testing Specialist (Band 3) *May 2016-Dec. 2018*
o Developed QNXT configuration cleanup project, which searches for and corrects common configuration issues and improves claims payment accuracy
o Validated systems analysts' Excel templates (containing data to be loaded by development team to QNXT) to ensure they were correct, complete, and formatted properly
o Trained new QA employees

CIGNA MEDICARE Nashville, TN
Configuration QA/Business Analysis Senior Associate (Band 2) *Feb. 2015-Apr. 2016*
o Wrote and executed manual QA and claims test cases for QNXT configuration change tickets (which include building and updating provider contracts, benefit plans, claim rules/edits, and fee schedules), using SQL to retrieve backend data
o Analyzed data to confirm it aligned with documentation, scope of business need, and expected results
o Detected issues with systems analysts' approach and discrepancies between modeled solution and SQL data and provided feedback and remediation suggestions

CIGNA MEDICARE Nashville, TN
Eligibility Analyst Senior Associate (Band 2) *Oct. 2013 – Feb. 2015*
o Selected to be part of project teams to: review business requirements documents and process flows, define report specifications, map processes, and update policies and procedures

HEALTHSPRING, acquired by Cigna 1/31/12 Nashville, TN
Eligibility Analyst Entry (Band 1) *Apr. 2011 – Sept. 2013*
o Identified, researched, and remediated complex enrollment issues, including those related to conversion from MHK's MarketProminence to TriZetto's QNXT web application
o Earned department's Employee of the Month award – Aug. 2012; Sept. 2013