

# VHKB

E-mail: admin@peppermesa.com

## SKILLS

A detail-oriented professional with seven years of experience working with SQL databases, including data analysis, programming, administration, and reporting. Good history of nurturing strong working relationships with customers and staff. Concise communication and problem-solving skills provide for improved efficiency and reduced error rates.

## EXPERIENCE

### **POD, INC.**

Albuquerque, New Mexico

*April 2002 – Present*

#### **Contracted Database Administrator/Programmer**

I have worked as a full-time on-site staff contractor for the NM Retiree Health Care Authority during my tenure with POD and was promoted to the agency's lead position in early 2005.

- Programming, administration, maintenance, and optimization of the Eligibility, Billing, and Employer databases, which reside on SQL Server 2000.
- Upgrading user-interfaces from MS Access to ASP.NET and VB.NET.
- Upgrading and maintaining EDI processes using SQL Server, BizTalk, and C# .NET.
- Managing monthly billing cycles, ACH transfers, posting payments, and eligibility reconciliation.
- Maintenance and updates to the agency's website.
- Maintaining the document imaging database, OTG Application Xtender scanning software and scanning stations.
- Improving processes and communications with the health plans and pensions regarding EDI transactions to reduce EDI file error rates.
- Maintaining Windows 2000/2003 based servers, including backups, updates and optimization.
- Performed gap analyses of the systems for upgrade to HIPAA 837 and 834 transactions.
- Desktop and network support as necessary for end-users and staff.

### **BURGE CONSULTING**

Albuquerque, New Mexico

*January 2002 – December 2002*

#### **Owner**

- Worked on a per hour basis performing maintenance and optimization of SQL Server databases and MS Access applications.

### **THE KEMTAH GROUP, INC.**

Albuquerque, New Mexico

#### **Staff Accountant**

*August 2001 – December 2001*

- Accounts receivable through invoice and collection methods.
- Managed accounting for fixed assets.
- Financial reporting using Great Plains, MS Access, and MS Excel.
- Compiled and analyzed transactions for general ledger using Great Plains.
- Assisted in preparing supporting schedules for company audits.

**Career Academy Coordinator**

*March 2001 – July 2001*

- Registered students, developed course schedules, and coordinated student billing.
- Certified to administer exams for MOUS Certification and VUE Testing Center.
- Development and maintenance of monthly revenue reporting, book inventory, online enrollment and course evaluation analysis using MS Access and Excel.

**SUNSOFT CORPORATION**

Albuquerque, New Mexico

**Market Research Analyst**

*March 2000 – February 2001*

- Developed standardized and ad hoc reports with MS Access and Oracle.
- Developed Access databases for use as survey instruments.
- Data analysis and competitive analysis review of industry publications.

**Administrative Assistant**

*March 1996 – March 2000*

- Supported the Executive Officer of Sales and nine sales professionals.
- Maintained communications to customers and managed all administrative tasks.
- Developed sales reports used for analysis of sales efforts with MS Access and Oracle.

**BLUE CROSS BLUE SHIELD OF NEW MEXICO**

Albuquerque, New Mexico

**Appeals Coordinator, Medicare Administration**

*March 1992 – December 1995*

- Responsible for accurate and timely processing of Medicare Appeals.
- Prepared procedures and codes for a new computer system.
- Performed procedural training for other Blue Cross plans and health care providers.

**EDUCATION**

**Masters of Business in Administration, GPA 3.76**

University of Phoenix, Albuquerque, NM

**Bachelor of Science in Business Administration**

University of Phoenix, Albuquerque, NM

**COMPUTER SKILLS**

- |                   |                     |                       |                       |
|-------------------|---------------------|-----------------------|-----------------------|
| • SQL Server 2000 | • VB, C#.Net        | • Windows 2000        | • CheckPoint Firewall |
| • SQL Programming | • MS Access         | Server                | • Veritas Backup Exec |
| • BizTalk 2000    | • MS Office         | • Application Xtender | • Windows Desktop     |
| • HTML            | • Visual Studio.Net | Imaging Software      | Support               |
| • ASP.NET         | • Dreamweaver       |                       |                       |

**PROFESSIONAL AFFILIATIONS**

Board Secretary and Website Administrator, Villages of Parkwest Neighborhood Association