

Whitney Vincent Bowden

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Objective

Accomplished and versatile leader and analyst with 9+ years of experience in the non-profit healthcare insurance sector. Looking to use my proven technical, collaborative, and communication skills to take on the role of Jr. Software Developer.

Technical Skills

- HTML5 / CSS3
- Bootstrap / Sass
- Jira
- SQL
- Javascript
- Version Control (Git)
- Python

Work Experience

05/2008 to 09/2017

UNITE HERE Health

Aurora, IL

Business Analyst, Tester, and Liaison for System Upgrade (9/14 – February 2017)

- Gathered business requirements for the Fund's Contribution, Enrollment, and Eligibility system upgrade and created User Stories and Use Cases
- Utilized Jira for testing and documentation purposes
- Successfully communicated business and technical requirements to vendor
- Created new workflows, documents, queries, and reports to achieve proper functionality and efficiencies within the new system and for the day-to-day activities
- Documented new business processes in light of new system functionality to ensure successful implementation
- Created test scripts, gathered test data, and tested new functionality in the new system
- Analyzed and mapped data for successful conversion
- Worked in Agile environment
- Worked independently and with a small team to meet very tight and competing deadlines

Team Lead: Contribution Accounting and Enrollment – West Team (07/13 – 09/17)

- Oversaw a team of six employees
- Ensured the accurate and successful completion of the Team's monthly billing reports and enrollments
- Educated, trained, and mentored staff in policies, procedures, proper and professional communication, and time management
- Successfully implemented new procedures and policies in Employer Communication, Appeals processes, and Enrollment Workflows

Contribution Accounting Representative (05/08 – 07/13)

- Balanced and allocated all payments on employer accounts
- Processed Billing Reports
- Monitored and collected delinquencies

- Customer Service and Communication link between the Fund and Employer
- Understand, Monitor & Implement contract statuses
- Successfully assisted in implementing a new Health Plan into the Fund by testing system functionality and developing procedures

04/2007 to 04/2008

Creative Financial Staffing

Oak Brook, IL

Administrative Assistant

- Served as first point of contact to all Clients and Candidates
- Payroll Coordinator for Temporary Employees
- Accounts Receivable and Collections
- Data Entry of job orders, new clients, new candidates
- Organized incoming and outgoing mail
- Managed office operations including ordering office supplies, insuring proper equipment maintenance and general office functions
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08/2006 to 04/2007

Bimeda, Inc

Oakbrook Terrace, IL

Front Office Coordinator

- Personal and Administrative Assistant for CEO and President
- Answered incoming calls and greeted guests
- Completed Invoicing
- Ordered office supplies
- Oversaw filing room and assured its organization
- Made travel arrangements and reservations for CEO and President
- Completed miscellaneous projects as needed

Education

- M.M. Flute Performance, Indiana University, May 2006
- B.M. Flute Performance, The Cleveland Institute of Music, May 2002