

EDDRICK DAVIS



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WORK EXPERIENCE

Clinical Programmer

USA Health, Mobile, AL 36606

July 2020–Present

- Researching, designing, implementing, and managing software programs related to upgrades and new releases of technology.
- Participate in implementation of projects for new products or functionality as required by the clinical, business, and IT needs
- Ability to write procedures, document business processes, and prepare application documentation.
- Identifying areas for modification in existing programs and subsequently developing these modifications.
- Configure the clinical programs to assist healthcare providers with daily business needs.
- Develop and maintain test plans and scripts, use cases, and test reports.
- Assists in the development of procedures used for enhancement of new and existing systems.
- Develop and document training materials for users of new or upgraded systems.
- Working closely with other developers, user interface designers, business and systems analysts, clinical staff, business staff, and organizational administration.
- Abides by and enforces all compliance requirements and policies and performs these responsibilities in an ethical manner consistent with the organization's values.
- Determine the initial cause of issues and communicate with business and technical team as needed.

Collections Customer Service Representative

CGI Technologies and Solutions, Troy, AL 36081

August 2018–July 2020

- Contact more than 100+ customers daily to collect payments for overdue bills, loans, or other payments with obtaining a success rate of 75% of payments and 65% of promises to pay over the phone.
- Solve analytical problems by negotiating payment arrangements that satisfies the customers' needs
- Solve critical problems by preventing the customer from falling further delinquent on their accounts with finding a solution
- Participate in the testing process of the software and VPN to ensure the functionality of things will allow the client to work diligently throughout their shift
- Utilize enterprise applications software to configure, install and maintain its status to test and evaluate new programs.
- Use appropriate data analytics methods and tools to skip-trace approximately 50 accounts weekly with utilizing multiple databases to satisfy a 50% success rate to reach a conclusion based on fact.

EDUCATION

Troy University

December 2019

B.S.B.A. in Global Business-Information Systems

PROFILE

Dedicated individual with strengths in problem-solving, communication, and time management. Self-directed with excellent customer service, interpersonal, and project coordination, analytical skills.

Strong computer skills and above average PC literacy skills with a high proficiency in Microsoft Office Suite (specifically Excel, Word and PowerPoint). Very confident and tenacious with strong presentation and interpersonal skills. Team player with the ability to balance priorities and multitask.

KEY SKILLS AND CERTIFICATIONS

- Microsoft Excel 2016 Certified
- SAS Studio, Teradata, Power BI, Visio, and JIRA
- Knowledge of Databases, JavaScript, CSS, HTML, CCL and performing SQL functions
- Microsoft Office Suite (Access, Word, PowerPoint, Excel, Outlook)

ORGANIZATIONS

- National Society of Leadership and Success
- IT Society
- Alpha Phi Alpha Fraternity, Inc.
- Blacks Exceeding
- Delta Sigma Pi Professional Business Fraternity
- Student Support Service (TRIO)