Lydia Perdomo

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PROFESSIONAL SUMMARY

Aspiring Full-Stack Web Developer with a Bachelor of Applied Science in Networking & Telecommunications and nearly four years of professional experience in technical troubleshooting, SaaS application support, and problem-solving. Currently completing a Full-Stack Web Development program, with hands-on project experience using HTML, CSS, JavaScript, Bootstrap, Node.js, Express.js, and Git/GitHub. Passionate about building responsive, user-friendly web applications, debugging code, and continuously expanding development skills. Seeking an entry-level Web Developer, Front-End Developer, or Junior Full-Stack Developer opportunity to apply technical knowledge and grow professionally.

SKILLS

Core Competencies: Tier 2 Technical Support • SaaS Application Support • Software Defect Reproduction • REST APIs • HTTP/HTTPS • Technical Troubleshooting • Incident Management • Root Cause Analysis • API Troubleshooting • Ticket Escalation Management • User Acceptance Testing • Technical Documentation • SLA Compliance • Cross-Functional Collaboration • Process Improvement • AI Workflow Customization

TECHNICAL SKILLS

Professional Tools & Technologies

- **Web Development & Frameworks:** HTML5, CSS3, Node.js, Express.js, EJS, Bootstrap, jQuery, npm
- **APIs & Web Technologies:** REST APIs, JSON, Insomnia, Browser Developer Tools
- **Systems & Networking:** Windows Troubleshooting, FTP, SFTP, Managed File Transfer (MFT)
- **Technical Support & Monitoring:** Splunk, Jira, ServiceNow, Salesforce, Application Troubleshooting
- **Software Testing & QA:** TestRail, Manual Software Testing, Test Case Creation & Execution, Defect Reproduction
- **Data & Reporting:** Microsoft Excel, Power BI, Amazon QuickSight, SQL Fundamentals
- **Cloud & Automation:** AWS Cloud Quest (Foundational), Microsoft Power Automate, Microsoft Copilot
- **Collaboration & Documentation:** Confluence, SharePoint, Microsoft 365, Technical Documentation, Teams, Zoom

Academic & Technical Training

- **Programming & Scripting**: Python, JavaScript, C#, C++, Java, SQL, Bash/Shell Scripting, PowerShell
- **APIs & Web Technologies:** APIs, JSON, HTTP/HTTPS, Postman, Browser Developer Tools
- **Web Development:** HTML5, CSS3, Node.js, Express.js, EJS, Bootstrap, jQuery, npm
- **Development & Version Control:** Git, GitHub, Git Branching/Merging, Visual Studio Code
- **Systems & Networking:** TCP/IP Networking, Active Directory, Linux Command Line

EXPERIENCE

Subject Matter Expert August 2026 – October 2026

Availity *Remote*

- Investigated and troubleshot complex SaaS application and payer portal issues using Splunk, Jira, ServiceNow, Amazon QuickSight, and Insomnia to support issue resolution and system reliability.
- Analyzed reported application issues, documented technical findings, and escalated unresolved incidents to appropriate technical teams for further investigation.
- Created and managed Level 2 support tickets with payer partners, tracking technical issues and coordinating follow-up through resolution.
- Executed REST API requests using Insomnia to perform portal updates and support accurate system information.
- Collaborated with internal technical teams and external payer partners to investigate application errors, troubleshoot workflows, and communicate resolution updates.
- Identified recurring technical issues and submitted application enhancement requests to improve portal functionality and operational workflows.
- Managed leadership-level escalations involving provider offices, coordinating technical investigations and communicating issue status to stakeholders.

Client Services Technical Support Specialist II August 2024 – August 2026

Availity *Remote*

- Provided Tier 2 technical and operational support to a team of up to 25 representatives, assisting with complex application issues, troubleshooting, and escalations.

- Managed 4–5 simultaneous support chats, investigating reported issues, clarifying system functionality, and guiding representatives through resolution procedures.
- Served as a technical resource for frontline representatives, providing guidance on application workflows, troubleshooting procedures, and established support processes.
- Conducted individual coaching sessions to review performance metrics, address technical knowledge gaps, and reinforce troubleshooting and documentation standards.
- Collaborated with management to communicate system updates, procedural changes, and application-related issues affecting service delivery.
- Participated in operational meetings to identify recurring issues, review support performance, and recommend workflow improvements.

Client Services Technical Support Specialist I January 2023 – August 2024

Availity *Remote*

- Delivered Tier 1 technical support for healthcare SaaS applications, troubleshooting user-reported issues and assisting with application navigation and system workflows.
- Created detailed technical support tickets documenting application errors, troubleshooting findings, and escalation requirements.
- Coordinated with internal support teams and external partners to investigate reported issues and facilitate timely resolution.
- Maintained accurate support documentation and followed established incident management procedures and service-level agreements.

Florida State College at Jacksonville October 2021 – December 2021

Help Desk Student Assistant (Internship) Jacksonville, FL

- Provided technical assistance for user authentication, account access, and general IT support issues.
- Documented technical incidents, troubleshooting activities, and resolutions using established ticketing procedures.

Medical Assistant and Front Office July 2019 – January 2023

Boyne Dermatology *Jacksonville, FL*

- Maintained accurate patient records, demographic information, and clinical documentation to support healthcare administrative operations.
- Submitted medical insurance claims, verified patient eligibility and coverage, and maintained accurate billing records.
- Posted insurance and patient payments, corrected rejected claims, and resolved billing discrepancies.
- Assisted with patient billing inquiries while maintaining confidentiality and compliance with HIPAA requirements.
- Verified and updated patient information, medication records, and check-in documentation to maintain accurate healthcare records.
- Assisted providers with minor dermatological surgical procedures, performed suture removal, and provided patients with post-procedure care instructions to support proper healing and recovery.
- Communicated clinical information to patients and coordinated documentation with healthcare providers.
- Handled confidential patient information in accordance with HIPAA privacy requirements.

Medical Transcriptionist October 2018 – May 2022

Boyne Dermatology *Remote*

- Prepared accurate medical documentation remotely using medical terminology and established documentation standards.
- Maintained confidentiality and HIPAA compliance when handling sensitive patient information.
- Prepared time-sensitive medical correspondence and coordinated information delivery with healthcare providers.

EDUCATION

Full Stack Developer – 56% completed

Udemy

Florida State College at Jacksonville

Bachelor of Applied Science in Networking and Telecommunications. *2022*