CHRISTI A. HARLOW – SYRACUSE, NY

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SUMMARY

Client-focused **Administrative & Data Specialist** with healthcare operations and coding background, strong classroom management experience, and hands-on training in **SQL** and **JavaScript**. Known for fast ramp-up, clear communication, and meticulous data tracking. Highlights include **$1M+** in claim recoveries, leading a **20-person** team, and maintaining accuracy/confidentiality across regulated environments.

Keywords: MS Office (Excel/Sheets), Data Tracking, Scheduling, Records Management, SQL (foundational), JavaScript/React (foundational), CRM tools, Customer/Client Support, Healthcare Coding & Compliance, Classroom & Behavior Management, Reporting, Process Improvement.

CORE SKILLS

- **Operations/Admin:** calendars, documentation, file systems, spreadsheets, reporting
- **Data/Tools:** Excel (VLOOKUP/Pivot basics), Google Sheets, SQL (intro series), dashboards
- **Communication:** de-escalation, stakeholder updates, training support, clear writing
- **Compliance:** PHI/PII handling, audit readiness, quality control
- **Tech Literacy:** JavaScript/React (bootcamp), Part 107 UAS basics, CPC (AAPC)

EXPERIENCE

Syracuse City School District — Daily Substitute Teacher | Syracuse, NY | 09/2022–Present

- Executed teacher lesson plans across K-12; managed classrooms of 20–30 students to maintain learning continuity and safety.

- Adapted quickly to new subjects and student needs; built rapport with students, staff, and families to support positive outcomes.

Staffing Solutions Organization (Contact Tracing Initiative) — Team Supervisor
| Albany, NY (Remote/NY) | 01/2021–02/2022

- Led and coached **20** Contact Tracers; assigned caseloads, monitored SLAs, and delivered performance feedback.

- Managed **confidential** health data; improved documentation consistency and on-time case closure through standardized trackers.

Excellus Blue Cross Blue Shield — Analysis & Recovery Medical Coding Specialist
| Syracuse, NY | 09/2014–12/2017

- Audited medical claims and coordinated provider outreach to correct billing and documentation issues.

- Drove **$1,000,000+** in recoveries through targeted analytics, pattern detection, and collaborative resolutions (coding & billing).

- Produced clear, reproducible audit notes that accelerated provider acceptance and reduced rework.

Molina Healthcare — Coding Analyst | Syracuse, NY | 09/2018–02/2019

- Reviewed/verified claims for accuracy and compliance with coding and regulatory standards during update cycles.

- Maintained quality and timeliness metrics while adapting to evolving policy guidance and payer rules.

EDUCATION & TRAINING

- **Computer Programming Certificate, Le Moyne College, 05/2024**
- **JavaScript Developer (180 hrs), MVCC Center for Corporate & Community Education, 01/2024**
- **SQL Series, MVCC Center for Corporate & Community Education, 01/2023**
- **Careers in Code – Full Stack Web Dev Bootcamp, 03/2022–09/2022**
- **CPC Certification (PMCC), 03/2009 — Academic Excellence Award 2008–2009**
- **B.S., Business Administration (Mgmt/Econ), SUNY Empire State College, 07/2008**
- **A.S., Business Management, Cazenovia College, 05/1995**
- **SkyOp UAS – Basic Quadcopter Flight Skills & Part 107 Test Prep, 04/2023**

CERTIFICATIONS

- **AAPC Certified Professional Coder (CPC)**
- **FAA Part 107 Remote Pilot (training completed; exam-ready)**

PROJECTS

- **Portfolio & React Projects: Built and deployed small React apps; use of APIs, forms, routing, and responsive UI components.**
- **Data Tracking Templates: Designed Excel/Sheets trackers for attendance, tasks, audits, and KPI roll-ups.**
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REFERENCES

Excellent references available upon request.