

# MIJA DILBEROVIC

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Innovative Full Stack Developer leveraging background in art, customer service and other industries to provide consumer-focused websites. Strengths in problem-solving, analytical thinking and soft skills. Excited to learn and expand my knowledge and implement new technologies .

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## TECHNICAL SKILLS

**Languages:** JavaScript, CSS3, HTML5, SQL, NoSQL

**Applications:** GitHub, MongoDB, MySQL

**Tools:** Express, React, NODe, Handlebars, Query, Bootstrap, Bulma

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## PROJECTS

**Covid19 Tracker** | /UWCode-Group-5/State-COVID-Tracker | <https://uwcode-group-5.github.io/State-COVID-Tracker/>

- Summary: App to track current and previous data regarding Covid19.
- Role: Front End
- Tools: HTML, CSS, Bulma, JavaScript, jQuery, API

**PooAday** | /JJHPhoto/pooaday | <https://pooaday.herokuapp.com/members>

- Summary: App to track bowel movements for individuals with gastrointestinal issues, along with other tracking options
- Role: Back End
- Tools: HTML, CSS, JavaScript, Express, Express Handlebars, Sequelize, Passport, Bootstrap

**Burger App** | /Dilberovicka31/BURGER-APP | <https://agile-shore-61720.herokuapp.com/>

- Summary: Eat-Da-Burger is a restaurant app that lets users input the names of the burgers they'll like to eat
- Sole author

- Tools: HTML, CSS, JavaScript, jQuery, Bootstrap, MySQL, ORM

## **EDUCATION**

**Certificate, Full Stack Web Development-** University of Washington Seattle,WA

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## **EXPERIENCE**

**Role: Personal Banker**  
**Key Bank**

**2019 to 2020**  
**Seattle, WA**

**Responsibilities:**

- Recommending and explaining banking services and products to clients based on their needs.
- Managing client bank accounts, including opening and closing accounts.
- Conducting financial wellness conversations and giving recommendations.
- Loan officer, gathering necessary documentation and processing loans (personal, HELOC, auto, LOC etc).
- Processing applications for credit cards, safe deposit boxes
- Assisting on teller line, handling cash, deposits and withdrawals.
- Performing administrative duties, such as data entry
- Referring clients to in-house financial experts and/or relevant banking department

**Referral Management Specialist**  
**Virginia Mason Medical Center, WA**

**2017 to 2019**  
**Seattle, WA**

- Coordinating referral management process in order to support continuity of patient care
- Using multiple softwares for entering demographics, scheduling and documentation in patient charts
- Scheduling appointments for approximately 300 providers and over 30 departments
- Registering patients and obtaining demographics and insurance information

- Verifying insurance eligibility and pre authorization verification

**Engineering Support Specialist**  
**Cypherpath, WA**

**2015 to 2017**  
**Richland, WA**

- Organized job postings, arranging interviews, collecting necessary on boarding paperwork for new hires
- Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information
- Planning and executing projects
- Drafted meeting agendas, supplied advance materials and executed follow-up for meetings and team conferences
- Planned meetings and events  
Planned travel arrangements for executives and staff
- Processed expense reports and purchase orders
- Managed daily office operations and maintenance of equipment

**Front Office Assistant**  
**Kadlec Clinic ,Richland, WA**

**2014 to 2015**  
**Richland, WA**

- Greeting and checking in and checking out patients.
- Entering new patients and existing patients demographics data into Epic System.
- Maintaining patients medical records, scheduling appointments, verifying patients insurance and collecting copay
- Entering and verifying referrals and performing other duties as assigned
- Answering and resolving billing inquiries

**Teller and a Payment officer**  
**Hypo Alpe-Adria-Bank d.d. Mostar**

**2006 to 2013**  
**Mostar, Bosnia**

- Lead for opening and registering corporate and private accounts, and first point of contact for corporate clients.
- Lead in forceful collection account, suspension and reactivation per request of responsible authorities, verifying that everything is done by the law of forceful collection
- Mentoring new employees on corporate and private accounts, and forceful collections.
- Receiving and checking documents for accounts opening.
- Calculation of penalty interest and payments per forceful collection resolutions.
- Keeping correspondence with other banks in BiH, Courts, Tax Authority and other responsible authorities.