

Lia Johns

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Professional Experience

MIND BODY PAIN SPECIALISTS

Medical Reception & Administrator

Heidelberg, VIC

March 2024 – Current

- Front Desk Duties:
 - Communicated professionally with patients, doctors, and third parties.
 - Booked and rescheduled patient appointments, managing and organising the consulting days to run smoothly.
 - Maintained accurate patient records and processed incoming and outgoing referrals.
 - Managed billing for Medicare, WorkCover, TAC, and private patients, including issuing invoices and receipts.
 - Supported vulnerable patients with care, using appropriate language and following clinic protocols for critical patients and mental health concerns.
 - Performed daily administrative tasks independently and reporting to my team leader.

CITY ORTHOPAEDICS

Medical Secretary and IT Specialist

Richmond, VIC

March 2018 – November 2024

- Medical Secretary Duties & Responsibility:
 - Liaised with Hospitals on a regular basis, handling regular surgery bookings, and managing complex situations that needed careful collaboration and communication.
 - Provided leadership in training new personnel, curating comprehensive protocol guides for them to follow and learn from, for which the office can continue to reference in the future.
- IT Specialist Duties & Responsibility:
 - Crafted custom software solutions and optimised workflows, significantly accelerating project completion.
 - Transitioned office to a digital environment, leveraging existing software tools to nearly eliminate paper workflows and boost efficiency.
 - Implemented robust data security with regular online backups and developed technology recovery manuals for streamlined response to disruptions.

Education

SWINBURNE UNIVERSITY OF TECHNOLOGY

Bachelor of Computer Science, Software Design

Aug 2020 – July 2024

- ‘Team Leader’ for the final year development project, overseeing the collaborative creation of a cross-platform mobile application for an Australian business. Key achievements include:
 - Facilitated team coordination.
 - Provided guidance and mentoring for team members.
 - Full-stack development and user-centred design.
 - Built software in React Native using Typescript, GraphQL, Hygraph CMS, & Svelte.
 - Organised project timelines and tasks.
 - Worked directly with the client and supervisor to maintain meeting schedules and meet their individual requirements.
- Engaged with a diverse array of software development tools and languages.
- Developed a solid foundation in software design principles, encompassing modularisation, design patterns, and user experience (UX) design.
- Experience with both SQL and NoSQL Database Design

SWINBURNE UNIVERSITY OF TECHNOLOGY – TAFE

Diploma of Screen & Media (Film & TV)

2015

- Studied digital media production, teamwork in creative processes, and public presentation.
- Developed advanced skills in Adobe Creative Suite including Premiere Pro, After Effects, Photoshop, and Illustrator.

Technical & Creative Skillset

- Web & Software Development: HTML, CSS, JavaScript, TypeScript, React, .NET (C#), Node.js, Git, GraphQL, Svelte
- Adobe Creative Suite: Photoshop, Illustrator, Premiere Pro, After Effects
- CMS & Design Tools: Figma, Hygraph, Wix
- Database & Backend: SQL, PostgreSQL, Supabase
- CI/CD: Basic experience with GitHub Actions and build pipelines
- UX/UI Design: User journey planning, responsive layout design, aesthetic branding