

Luan Trang

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Highlight Of Qualification

- Possesses over six years' experience in jobs requiring excellent communication skills and customer service skills
- Experience using various programming languages on many course projects such as HTML, CSS, Java, PHP, Python and C#
- Strong knowledge of Microsoft based applications
- Strong analytical/troubleshooting skills

Education

- AZ-900: Microsoft Azure Fundamentals Certification- In Progress
Expected Completion- April 2025
- Advanced Diploma Computer Systems Technology - Software Development 2023-present
Mohawk College - Hamilton, ON
- Bachelor of Science: Environmental Science - 2015-2020
University of Guelph - Guelph, ON

Skills and Qualifications

- | | | |
|--------------|--------------------------------|--------------------------|
| • HTML/CSS | • MySQL | • Appointment Scheduling |
| • Java | • Microsoft Office | • Front Desk Operations |
| • JavaScript | • Linux/Unix | • WordPress |
| • Python | • Medical Billing and Coding | • Network protocols |
| • PHP | • Patient Database Maintenance | |
| • React | | |
| • C# | | |

Work History

Medical Receptionist, 01/2021 to Current

Brantford Radiology Brantford, ON

- Booking appointments for patients, registering patients for X-Ray & Ultrasound
- Receiving and relaying faxes, resolving scheduling and calendar issues, complaints, and conflicts
- Greeting visitors, answer or redirect general inquiries in person, by telephone/email and respond to inquiries that require thorough knowledge of established policies and procedures
- Ensure patients understand all instructions given to them for tests and medical procedures
- Set up and maintain filing systems, both electronic and hard copy, Updating and maintaining information in a variety of databases

PSC Reception Clerk, 04/2020 to 01/2021

Lifelabs Brantford, ON

- Responsible for supporting customer self-serve enablement and screen customers, clerical work, and organization of various office duties
- Act as the first point of contact for customers welcoming and ensuring a positive experience, whether the interaction occurs in person or over the telephone. Greeted and served around 40 donors/day, using excellent interpersonal skills to ensure a pleasant experience