REBECCA SHIH

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A self-starter, creative and well-organised person with the ability to work independently as well as a contributing team player. **Passionate about technology and learning how to use it** effectively to increase efficiency, improve workflow and to solve common problems that reoccurs day-to-day in our lives.

SheCodes Graduate with knowledge and experience in HTML5, CSS3, JavaScript and React.js and is **currently undertaking Full Stack** Web Development Online Bootcamp through Udemy further developing my coding skills in Back-End and reinforcing what I have learnt so far.

Former Registered Pharmacist making a career change to a Web Developer with expertise in Front-End as it aligns with my passion of building visually aesthetic projects that is interactive for users. **Integrating my transferrable skills from Pharmacy** include providing **high satisfaction customer service, attention-to-detail, analytical and logical problem solving and strong interpersonal skills** to communicate in an effective and professional manner.
With an **ability to learn quickly** combined with a **resilient and growth mindset,** I am excited to take on challenges and learn new things.

SKILLS SUMMARY

- Strong Problem-Solver with analytical and logical reasoning
- High Attention-to-detail
- Troubleshooting / Diagnosis / Resolution
- Teamwork

- Excellent Customer Service
- Strong Verbal & Written Communication Skills
- Time Management Skills
- Strong Organisation Skills
- Leadership & Management Skills

TECHNICAL PROFICIENCIES

Design	InVision, Figma, Photoshop
Programming languages	HTML5, CSS3, JavaScript (ES6)
Libraries and Frameworks	jQuery, Bootstrap, React.js, Node.js, Express
Tools, Platforms & other technologies	Git, GitHub, Netlify, MongoDB, VS code, REST APIs, NoSQL

CERTIFICATIONS

Full Stack Web Development Bootcamp Certificate, Udemy   **(in progress)**
Expected completion: December 2022

Web Development Certificate, SheCodes   **September 2022**
SheCodes Certificates & Projects: https://www.shecodes.io/graduates/22096-rebecca-shih

RELEVANT PROJECTS (SheCodes Projects)

She Letters Landing Page See Project Here	One page website for modern calligraphy workshop sign-ups. Built with HTML, CSS, JS, Bootstrap and is mobile responsive.
Pixel Weather App See Project Here	Weather application built with the weather API (OpenWeatherMap). Built with the following technologies: HTML, CSS, JS, Bootstrap, React.js, node.js and is mobile responsive.

EMPLOYMENT HISTORY

Intern Pharmacist (promoted to Pharmacist)   Oct 2020 – Feb 2022
Thornlie Square Soul Pattinson Chemist & Southlands Pharmacy (same Proprietor)

- Demonstrated strong communication skills when liasing between patients, doctors, interprofessional health providers and stakeholders on a daily basis to ensure high quality customer service is provided.
- Worked collaboratively with pharmacy assistants, interns and other pharmacists on duty as a team to deliver time-sensitive customer requests resulting in high level customer satisfaction, positive feedback and customer loyalty.
- Diagnosed and resolved technical issues regarding Pharmacy Dispensing Software Updates, Point of Sale (POS) systems, Medicare PBS network connection and printer issues. Contacted IT support when the problem was too complex and worked cooperatively to solve the issue together remotely.
- Initiated to create processes and systems to increase efficiency and improve workflow of day-to-day operations. The implemented systems resulted in reduction of double-handling and streamlining work processes to avoid human errors.
- Modelled critical thinking skills and problem solving skills when diagnosing patients' ailments and using professional judgement to recommend what is the best medication tailored to their needs.
- Practiced with high attention-to-detail by double checking everything is accurate and correct when dispensing medications and packing medications to avoid medication errors.
- Managed 70 to 80 patients' medication packs (from taking on new patients to packing to dispensing medications to communicating with Drs) displaying good management & organisation skills which resulted in steady increase no. of medication pack patient sign-ups.
- Updated the pharmacy's social media platforms for promotional updates to increase retail sales.
- Trained, supported and supervised pharmacy placement students, interns and trainees demonstrating leadership.

Pharmacy Assistant   Feb 2018 – June 2019
Pharmacy 777 Spearwood Compounding

- Prioritised waiting customers and incoming phone calls first, to ensure customers' satisfaction.
- Delivered excellent customer service by identifying patients' main issues to determine what is the best treatment for them.
- Quickly adapted to using the specific dispensing software in the pharmacy to dispense prescription medicines in an accurate and timely manner.
- Organised stock and scripts on file in alphabetical order and categories to minimise time to locate it.

Kitchen Hand   Aug 2012 – Nov 2013
Melville McDonald's

- Worked cohesively with my team by delegating specific tasks to each member so we could work more efficiently in the fast-paced environment.
- Learnt how to make new promotional products using different equipment, quickly.
- Stocked ingredients according to First In, First Out (FIFO) policy to keep ingredients as fresh as possible maintaining quality control.

QUALIFICATIONS

Bachelor of Pharmacy (Honours) at Curtin University in February 2020

REFEREES

Available upon request.