



Siegfried Daryl Jr Cataluña

CONTACT

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Filipino

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SKILLS

- Office administration
- GitHub
- HTML coding
- CSS
- Javascript
- NodeJS
- Git
- jQuery
- ReactJS

LANGUAGES

English

Fluent

Philippines (Tagalog)

Native

PROFESSIONAL SUMMARY

Talented Administrator highly successful at motivating teams and streamlining operations. Analytical problem solver and persuasive communicator with talent for thinking outside box for creative solutions.

Recent graduate with passion for web development. Competent in range of programming languages including HTML, CSS and JavaScript. Graduated at bootcamp and eager to expand on classroom experience within company offering professional development opportunities.

WORK HISTORY

Ward Administrator 06/2022 - Current
Southampton General Hospital - Southampton, Hampshire

- Kept library of medical notes, records and technical documentation.
- Set new appointments, rescheduled appointments, and sent reminders.
- Compiled information for medical charts and reports.
- Prepared case histories with key information for clinical staff.
- Completed and processed patients medical notes for scanning.
- Make sure medical notes are up to date and are in good condition.
- Supported needs of patients from diverse backgrounds and helped each person access medical services.
- Collected information from patients via face-to-face or telephone interviews.

Customer Service Representative 07/2021 - 06/2022
First Direct - Leeds, Shelby County

- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Assisted customers with varying questions using product knowledge and service expertise.
- Answered customer telephone calls promptly and improved on-hold wait times.
- Assisted customers with product complaints, logging issues for investigation and providing replacement items.
- Handled phone call inquiries with consistent customer service across multiple platforms.

EDUCATION

Front-End Web Development Bootcamp, 11/2022 - Current
University of Birmingham - Birmingham

Bachelor of Science: Marine Engineering, 06/2008 - 05/2011
Cebu Technological University - Philippines