



Ariana Lopez  
Web Designer and Developer

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A Web Developer with an extensive background in customer service within the healthcare sector, I bring a unique blend of interpersonal skills and technical expertise to the tech industry. With over 15 years of experience in client-facing roles, I am adept at understanding and meeting user needs, making me particularly effective in user experience and web development roles. I am driven to contribute my skills to a team that values innovation, collaboration, and a user-first approach to web development and design.

## WORK EXPERIENCE

**Carondelet Medical Group, Tucson, AZ: PBX Operator** 2019 – 2023

- Managed the switchboard operations for multiple hospitals.
- Fielded, screened, and routed incoming calls.
- Monitored alarms and emergency codes, initiating notification systems as required.
- Overhauled and enhanced workflow checklist forms.

**Radiology Ltd., Tucson, AZ: Patient Scheduler II** 2015 – 2018

- Handled inbound calls and placed scripted outbound calls to schedule patient exams.
- Coordinated with referring physician offices to ensure optimal patient care.
- Frequently met established metrics for quality and productivity.

**Radiology Ltd., Tucson, AZ: Patient Services Representative** 2011 – 2015

- Welcomed and guided patients through the registration process.
- Set up new patient accounts, generated required check-in documents, and completed data entry.
- Handled and processed patient co-payment transactions.
- Safeguarded electronic patient health records while following HIPAA Standards.
- Managed and updated department Wiki pages on company Intranet.

## EDUCATION

**B.A.S., Internet and Web Development** 3.98 GPA  
Arizona State University, Online Expected Graduation May 2024  
Dean's List: Spring 2022, Fall 2023

**A.A.S, Digital Arts: Web Design** Graduated December 2020  
Pima Community College, Tucson, AZ  
Phi Theta Kappa Honor Society

## SKILLS

HTML, CSS, JavaScript, Bootstrap, Adobe Creative Suite, WordPress, GitHub, API  
Soft Skills: Customer Service, Communication, Collaboration, Organization, Problem-solving, Adaptability  
Certifications: Arizona State University Web Development Bootcamps