# Ariana Lopez

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## SUMMARY

A Senior Web Development student with 15 years of valuable customer service experience. I am optimistic about leveraging this background to provide user-focused solutions to the tech industry, contribute innovative ideas, and offer a unique perspective. Eager to contribute my skills and learn in a real-world environment while collaborating with a dynamic team. Seeking an internship or position in Web Development, Web Design, or UX/UI field.

## EDUCATION

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

**A.A.S, Digital Arts: Web Design**                                                      Graduated December 2020
Pima Community College, Tucson, AZ

## PROFESSIONAL EXPERIENCE

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

- Supported staff by answering the switchboard for multiple hospitals.
- Answered, screened, and transferred incoming calls.
- Monitored alarms and code situations to activate notification systems when directed.

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

- Accepted inbound calls and placed scripted outbound calls to schedule patient exams accordingly.
- Coordinated with referring physician offices to provide the best patient care.
- Consistently met established metrics for quality and productivity.

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

- Greeted and assisted patients through the registration process.
- Built patient accounts, created necessary sign-in forms, and completed patient data entry.
- Collected and processed co-payments.
- Maintained electronic patient health records while following HIPAA Standards.

## TECHNICAL SKILLS

**Languages:**  HTML, CSS, Bootstrap, JavaScript
**Design:**  Adobe Creative Suite, WordPress
**Certifications:**  Arizona State University Web Development Bootcamp
**Soft Skills:** Customer Service, Phone Etiquette, Communication, Organization, Teamwork, Problem-solving, Adaptability