Neil Toms

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Professional Summary

Tech-focused professional with hands-on experience supporting digital systems, optimizing workflows, and managing technical platforms in fast-paced environments. Strong foundation in web technologies, documentation, and system administration with a growing focus on website design, application development, and user-centered digital solutions. Known for problem-solving, adaptability, and translating technical concepts into clear communication.

Core Technical Skills

- HTML, CSS (Foundational)
- Website Design & UI/UX Fundamentals
- Application Development Concepts
- Google Workspace Administration
- EMR & Web-Based Platform Management
- Technical Documentation & Reporting
- Data Entry, Quality Assurance & Validation
- Help Desk & Desktop Support Fundamentals
- Troubleshooting & Process Improvement
- Customer-Facing Technical Support

Professional Experience

Starbucks — Barista | May 2025 – Present

- Operate POS and digital order management systems in a high-volume environment.
- Maintain accuracy, speed, and consistency while following standardized workflows.
- Collaborate with team members to resolve operational and technical issues in real time.

Chord Specialty Dental Partners — Contact Center Agent (Remote) | Oct 2024 – Jan 2025

- Supported patients using web-based scheduling and record management systems.
- Entered, validated, and maintained sensitive data with high accuracy.
- Utilized Microsoft Excel and Word for reporting, documentation, and process tracking.
- Demonstrated compliance with security, privacy, and access protocols.

Prescott House Inc — Clinical Operations Coordinator | Mar 2024 – Sep 2024

- Administered Alleva EMR and managed cloud-based systems for daily operations.
- Customized digital forms to improve documentation efficiency and usability.
- Managed Google Workspace accounts, permissions, and workflows.
- Led technical and process improvements across departments.

Meadows Behavioral Healthcare — Live Chat Admissions Specialist | Oct 2022 – Feb 2024

- Managed live chat systems and online intake tools for prospective clients.
- Assessed user needs and routed inquiries using defined workflows.
- Created and maintained digital records while ensuring data integrity.
- Compiled weekly performance metrics and reports.

Tools & Platforms

Google Workspace • Microsoft Office • Alleva EMR • Web-Based CRM Systems • Live Chat Platforms • POS Systems • Documentation Tools

Career Focus

Actively pursuing opportunities in web design, application development, IT support, or technical operations where I can build scalable digital solutions, strengthen development skills, and contribute to user-focused technology projects.