

# Roland Delgado

## Full-Stack Web Developer

Over 15 years of customer service experience and over 3 years of team leading experience. Eager to utilize newfound technical skills in Web Development and pursue further knowledge in the field. Graduate of the University of Miami Coding Bootcamp (Full-Stack Web Development) and possesses an AA degree from Miami Dade College.

### Education

2022-11 - 2023-05	<b>Full-Stack Web Development Certificate</b> <i>University of Miami - Miami, FL</i>
2006-09 - 2008-08	<b>Associate of Arts</b> <i>Miami Dade College - Miami, FL</i>

### Certifications

2023-05	Full-Stack Web Development
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### Work History

2021-02 - Current	<b>Patient Access Specialist</b> <i>University Of Miami, Miami, FL</i> <ul style="list-style-type: none"><li>Collected and validated patient demographics and insurance information.</li><li>Performed patient pre-admission, admission, transfer, and discharge activities.</li><li>Obtained signatures from financial responsibility and treatment procedures from patients or guardians.</li><li>Trained new staff on hospital processes and procedures.</li><li>Stayed calm under pressure to and successfully dealt with difficult situations.</li></ul>
2020-11 - 2021-02	<b>Senior Patient Access Representative</b> <i>University of Miami, Miami, FL</i>

### Contact

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<https://www.linkedin.com/in/roland-delgado-7942372>

**WWW**  
<https://ohnoitsro.github.io/react-portfolio/>

### Skills

Javascript	<div><div></div><div></div><div></div><div></div><div></div></div> Very Good
HTML	<div><div></div><div></div><div></div><div></div><div></div></div> Excellent
CSS	<div><div></div><div></div><div></div><div></div><div></div></div> Excellent
JQuery	<div><div></div><div></div><div></div><div></div><div></div></div> Good
React.js	<div><div></div><div></div><div></div><div></div><div></div></div> Very Good

- Collected and entered patient demographic and insurance data into computer database to establish patient's medical record.
- Received patient deductibles and co-pay amounts and discussed options to satisfy remainder of patient financial obligations.
- Utilized knowledge of electronic medical record systems and medical terminology to perform diverse data entry tasks.
- Providing excellent customer service by promptly answering patient inquiries.

2018-08 -  
2020-11

## Patient Access Representative

*University Of Miami, Miami, FL*

- Performed patient scheduling and registration functions to serve as initial contact point for medical office visits.
- Secured patient information and confidential medical records in compliance with HIPAA privacy rule standards to protect patient's privacy.
- Applied administrative knowledge and courtesy to explain procedures and services to patients.
- Processed payments using cash and credit cards, maintaining accurate records of transactions.
- Obtained patient's insurance information and determined eligibility for benefits for specific services rendered.

2008-10 -  
2018-07

## Lead Coordinator

*Century Marketplace, Miami, FL*

- Gathered and organized materials to support operations.
- Inventoried and ordered office supplies to maintain availability of products.
- Entered data, generated reports, and produced tracking documents.
- Coached employees through day-to-day work and complex problems.
- Improved new advertising that brought in extra revenue (around \$2000) monthly.

Express

●●●●●  
Very Good

Node.js

●●●●●  
Very Good

MongoDB/mysql

●●●●●  
Good

Handlebars

●●●●●  
Good

Bootstrap/Materialize/MUI

●●●●●  
Very Good

Insomnia/GraphQL

●●●●●  
Very Good

GitHub

●●●●●  
Very Good

Heroku

●●●●●  
Very Good

## Languages

Bilingual in English and Spanish