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|  | |  | | --- | | 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.    **Work History**       |  |  |  | | --- | --- | --- | | **2021-02 - Current** |  | Patient Access Specialist  *University Of Miami, Miami, FL*   * Collected and validated patient demographics and insurance information. * Performed patient pre-admission, admission, transfer, and discharge activities. * Obtained signatures from financial responsibility and treatment procedures from patients or guardians. * Trained new staff on hospital processes and procedures. * Stayed calm under pressure to and successfully dealt with difficult situations. |  |  |  |  | | --- | --- | --- | | **2020-11 - 2021-02** |  | Senior Patient Access Representative  *University of Miami, Miami, FL*   * 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. |     **Education**       |  |  |  | | --- | --- | --- | | **2022-11 - 2023-05** |  | **Full-Stack Web Development Certificate**  University of Miami - *Miami, FL* |  |  |  |  | | --- | --- | --- | | **2006-09 - 2008-08** |  | **Associate of Arts**  Miami Dade College - *Miami, FL* |     **Certifications**       |  |  |  | | --- | --- | --- | | **2023-05** |  | Full-Stack Web Development | |  |  | **Contact**      Address  Miami, Florida 33126  Phone  (305)484-3310  E-mail  webdevrodel@gmail.com  LinkedIn https://www.linkedin.com/in/roland-delgado-7942372  WWW https://ohnoitsro.github.io/react-portfolio/    **Skills**      Javascript    Very Good  HTML    Excellent  CSS    Excellent  JQuery    Good  React.js    Very Good  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 |  |

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