Miss Neo Ramoroka

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OBJECTIVES

Dedicated and results-driven professional with a strong background in data analysis, software development, and project coordination. Seeking a challenging position at your company to leverage my technical expertise, problem-solving skills, and passion for innovation in contributing to the company's growth and success. Committed to delivering high-quality solutions that drive efficiency, enhance user experiences, and align with business objectives.

SKILLS

Technical Skills:

- Data Analysis: Utilized during data capturing at Statistics South Africa, ensuring accurate and high-quality data.
- Microsoft Office Suite: Proficiently used for data administration and analysis during the Data Capturer role.
- ReactJS: Applied as a Digital Solutions Developer Cohort Trainee - MLab to develop cutting-edge applications.
- React-Native: Employed as a Digital Solutions Developer Cohort Trainee - MLab to build mobile applications.
- JSON: Used in software development as part of the Digital Solutions Developer Cohort Trainee - MLab role.
- SQLite: Applied for database management while developing applications as a Digital Solutions Developer Cohort Trainee - MLab.
- MongoDB: Employed as part of back-end development in the Digital Solutions Developer Cohort Trainee - MLab position.
- NodeJS: Employed as part of the development stack in the Digital Solutions Developer Cohort Trainee - MLab role.
- React-Redux-Toolkit: Applied to manage application state efficiently during software development.
- Firebase & Git: Employed for creating secure and real-time back-end solutions as a Digital Solutions Developer Cohort Trainee - MLab.
- Figma & Canva: Designing and Prototyping websites, app and logos - MLab & iScript
- HTML, CSS: Utilized for front-end development and website design.

- Linux: Demonstrated expertise during Linux Essentials and Linux Unhatched certifications.
- PC Troubleshooting and Preventive Maintenance: Applied during PC Assembling and Preventive Maintenance tasks.
- Printers Troubleshoot and Maintenance: Demonstrated proficiency in maintaining printers during Edgars Store/Edcon PTY role.

Communication and Coordination Skills:

- Public Speaking: Utilized during presentations and workshops as a Skills Development Practitioner.
- Relationship Development: Cultivated positive relationships with participants, families, and program executives as a Skills Development Practitioner.

Project Coordination:

- Effectively managed training projects and programs during the Department of Education role.
- Training Material Development: Created engaging and level-appropriate curriculum as a Skills Development Practitioner.
- Business Communication: Demonstrated effective communication in marketing analysis and reporting roles.

Broadcasting:

- Applied strong communication skills during the Volunteering News Correspondent role at Jozi FM Community Radio Station.

Analytical and Research Skills:

- Researching: Conducted in-depth research for news reporting and marketing analysis roles.
- Data Collection: Gathered and submitted survey data during the Data Collector role at Centre for Statistical Analysis and Research (CESAR).
- Data Administration: Maintained and managed data quality during data capturing at Statistics South Africa.

Customer Service and Conflict Resolution Skills:

- Customer Care and Service: Provided excellent customer service and dispute resolution as a Credit Associate at Edgars Store/Edcon PYT

EXPERIENCE

iScript Health, Klopperpark, Germiston - *Clinical Practice Admin*
MARCH 2024 - PRESENT

- Welcoming patients and visitors by greeting patients and visitors, in person or on the telephone
- Answering or referring inquiries

- Optimizing patients' satisfaction, the practitioner's time, and treatment room utilization by scheduling appointments in person or by telephone
- Keep patient appointments on schedule by notifying the practitioner of the patient's arrival.
- Comfort patients by anticipating patients' anxieties, answering patients' questions and maintaining the reception area
- Ensure availability of treatment information by filing and retrieving patient records
- Maintain patient accounts by obtaining, recording, and updating personal and financial information
Help patients in distress by responding to emergencies
- Protect patients' rights by maintaining the confidentiality of personal and financial information
- Maintain operations by following policies and procedures; reporting needed changes.
- Contributes to team effort by accomplishing related results as needed.
- Create invoices based on a proper knowledge of medical coding for each consultation and procedure
- Check the claim history screen to make sure all rejections of claims are dealt with timely and effectively
- Process billing corrections
- Submit invoices to medical aids / administrators by electronic data interchange (EDI)
- Submit private patient invoices and statements to clients
- Follow up on claims submitted to the medical aids / administrators
Issue monthly statements to clients
- Manage the timely and effective collection of all debts and payments
- Negotiate repayment plans when necessary
- Post and allocate electronic remittance advices (ERAs) as received from the medical aids / administrators
- Run reports for senior staff.
- Cold call and send emails to potential clients
- Arrange meetings with potential clients
- Arrange wellness events with Bios at gyms
- Market and advertise wellness events on social media

iScript Africa, Klopperpark, Germiston - *IT Digital Marketing & Sales Implementation Specialist*
DECEMBER 2023 - PRESENT
- Using Go High Level System to design and develop web pages/website
- Create Digital Calendars that are used for client booking system
- Link calendars, forms, QR codes and surveys to the web page/website
- Cold call prospective clients to subscribe for the service we offer
- Create domain name and link the created domain to the website
- Create and link user email addresses required by the clien
- Link social media accounts to the client's website
- Promote the company brand, products and services

- Arrange meetings and presentations with clients

MLab, Soweto - *Scrum Master*
OCTOBER 2023 - JANUARY 2024
- Evaluate system specifications against client requirements, ensuring seamless project execution and customer satisfaction.
- Actively participate in implementing new software features and maintain existing features to enhance the application's functionality and usability.
- Assist in developing user guides/manuals to facilitate user understanding and adoption, contributing to a seamless user experience.
- Demonstrate strong self-organization and planning skills, effectively managing project deadlines and deliverables.
- Successfully complete projects, assignments, and tasks, providing timely and accurate reports to keep stakeholders informed of progress.
- Actively participate in all Scrum events/meetings (Stand-up meetings, Planning, Review, Retrospective, etc.) to contribute to a collaborative and agile development environment, promoting continuous improvement and team efficiency.
- Assist in developing user guides/manuals to facilitate user understanding and adoption, contributing to a seamless user experience.
- Leading and organizing sprint presentation meetings with clients..

MLab, Soweto (NPO) - *Digital Solutions Developer Trainee*
JUNE 2023 - DECEMBER 2023
- Work closely with cross-functional teams to gather and analyze requirements, producing comprehensive requirement specifications and design documents for various development tasks, including feature development, database design, and system integrations.
- Attend the required refactoring, debugging, and implementation of necessary changes to continuously improve application functionality and user experience.
- Collaborate with team members to document processes for specifications, ensuring adherence to quality standards and best practices in software development
- Evaluate system specifications against client requirements, ensuring seamless project execution and customer satisfaction.
- Design Web applications and Mobile applications using Figma and Figjam.

- Frontend and Backend developing web apps and mobile.
- Using Agile Methodology for project production cycle and Git Action for DevOps.
- Testing functionality of the developed product
- Write daily reports on the progress of the project.

Centre for Statistical Analytical and Research (CESAR), Dankeled-
Data Collector

MAY 2023 - JUNE 2023

- Attended training to understand data collection procedures.
- Collected and submitted survey data, escalating issues as necessary.

Statistics South Africa (STATS), Johannesburg - *Data Capture/Field Work*

FEBRUARY 2022 - APRIL 2023

- Collected and captured household information.
- Utilized Microsoft Office Suite for data administration and analysis.

Department of Education, Johannesburg - *Skills Development Practitioner*

JANUARY 2015 - JANUARY 2021

- Taught ABET Level 1-4 classes.
- Created and developed training materials.
- Coordinated training projects and programs.

Thuleng Entertainment, Johannesburg - *Junior Marketing Assistant*

JULY 2014 - OCTOBER 2014

- Provided marketing analysis and research on the latest trends.
- Assisted in creating preseason marketing plans to support department and divisional strategies.
- Utilized data analysis to inform marketing strategies and decision-making.

Independent Newspapers, Johannesburg- *Volunteering News Writer*

FEBRUARY 2014 - APRIL 2014

- Covered news content for print and online media.
- Conducted in-depth research to investigate and report newsworthy topics

Jozi FM Community Radio Station, Soweto - *Volunteering News Correspondent*

JANUARY 2013 - FEBRUARY 2013

- Presented news stories through broadcasting, engaging audiences with effective communication skills.

Edgars Store/Edcon PTY, Johannesburg - *Credit Associate*

DECEMBER 2010 - FEBRUARY 2012

- Provided excellent customer care and service, including credit dispute resolution.
- Utilized problem-solving skills to address customer issues and ensure customer satisfaction.

EDUCATION

Power Learning Project NGO (Online) , Nairobi, Kenya-*Certificate in Software Engineering*

FEBRUARY 2024 - CURRENTLY

- Web Technologies, Python Programming, Database Design & Programming with SQL, Dart and Flutter, Business Communication Skills & Entrepreneurship.

mLab South Africa, Soweto, Johannesburg- *Certificate in Web and Mobile App Development*

JUNE 2023 - NOVEMBER 2003

- HTML, React Native, CSS, Bootstrap, JavaScript, Material UI, React.js, Figma, Node.js, Figjam, JSON, Git Actions, Firebase, Angular, MongoDB, DevOps, Agile.

Believers Care Society, Johannesburg (NPO) -*Certificate in Cisco IT Essentials*

FEBRUARY 2022 - AUGUST 2022

- Computer hardware and software essentials, networking, and cyber security.

Damelin College, Johannesburg- *Advanced Certificate in Journalism*

JANUARY 2010 - DECEMBER 2011

- Writing, reporting, and production management skills.

Luton Business and Computing College, Johannesburg - *Certificate in End-user Computing*

JULY 2009 - DECEMBER 2009

- Office practices, business communication, and IT applications.

Lenz Public School, Johannesburg - *Grade 12 (Matric) Senior Certificate*

JANUARY 2007 - DECEMBER 2007

- English, Afrikaans, Mathematics, Biology, Geography, Physics.

CERTIFICATIONS

- Linux Essentials - June 2022 Linux Unhatched - June 2022
- Occupational Health Safety (OHS) Induction – March 2019
- Conduct Moderation of Outcome Based Assessments NQF 6 – August 2018
- Conduct Outcome Based Assessments NQF 5 – August 2017
  Invigilator Training – September 2016
- Batho Pele Principles – January 2015
- Time Management – January 2015
- Business Communication Skills – January 2015
- Presentation Skills – February 2015
- Conflict Management – February 2015
- Facilitation Skills – February 2015
- Business Writing Skills – February 2015