

# Virginia Nelai

West New York, NJ | 646-394-1028 | [vnelai01@gmail.com](mailto:vnelai01@gmail.com)  
[linkedin.com/in/virginia-n-0509bb258/](https://www.linkedin.com/in/virginia-n-0509bb258/) | [github.com/vnelai](https://github.com/vnelai)

---

## Professional Summary

Results-oriented and accomplished professional with a proven track record in problem-solving, team management, and data-driven decision-making, now leveraging these skills in the field of software engineering. Adept at applying analytical thinking to solve complex coding challenges and collaborating with cross-functional teams in Agile environments to deliver innovative, user-focused solutions. With a solid foundation in full-stack development and a passion for creating impactful projects, I am eager to contribute to cutting-edge initiatives that drive meaningful change.

## Technical Skills

**Programming Languages:** JavaScript, Python

**Web Development:** HTML5/CSS3, JavaScript, React, Node.js, Express.js

**Database Management:** MongoDB, SQL

**Version Control:** Git, GitHub

**Software Tools:** Visual Studio Code, Slack, Discord, Zoom

## Projects

Capstone Project: TBD

## Education & Certifications

- **Software Engineering Bootcamp**, Per Scholas (Feb 2025): 450+ hours in HTML, JavaScript, CSS, MERN stack (MongoDB, Express, React, Node.js), Agile methodology.
- **Arizona State University**
  - *Data Structures & Algorithms* (Oct 2024)
  - *Operating Systems* (Sep 2024)
  - *Computer Organization & Assembly Language* (Sep 2024)
- **PCEP - Certified Entry-Level Python Programmer**, Python Institute (Jan 2024)
- **CompTIA Certifications:** Security+, Network+, A+ , ITF+ (2023–2024)
- **North Dakota University**, Discrete Math (Summer 2023)
- **Bachelor of Arts in Biology**, CUNY Lehman College (Dec 2016): Summa Cum Laude, Phi Beta Kappa, Dean's List, Presidential Scholar.

## Professional Experience

### **NYU Langone Health - ED Admitting Representative -New York, NY (2023-Present)**

- Drove patient intake and registration processes with data entry into Electronic Health Record (EHR) systems, delivering a 15% productivity increase in operations efficiency.
- Collaborated with cross-functional medical teams to streamline patient admissions and reduce wait time by 10%.
- Troubleshoot billing and registration issues, using problem-solving skills to ensure timely and accurate processing.
- • Enhanced patient user experience by implementing clear communication protocols, reducing patient confusion and increasing satisfaction by 15%.
- Ensured 100% HIPAA-compliant and protected patient data confidentiality.

### **Fightklub Studios LLC - Director of Operations - New York, NY (2020-2023)**

- Increased profitability by 30% through data-driven strategies and process optimization.
- Utilized Excel and Tableau for data analysis, driving actionable insights for decision-making.
- Reduced overhead costs by 15% through automation and improved workflows.
- Analyzed social media and influencer marketing data to enhance customer engagement.
- Collaborated with teams to implement new processes and continuous improvements.

**Fightklub Studios LLC - Retail manager - New York, NY (2019-2020)**

- Managed a 20-person team, improving operational efficiency through streamlined processes.
- Repaired POS systems, reducing downtime by 30% and maintaining seamless operations.
- Predicted inventory needs using sales data, optimizing resources and reducing stockouts by 20%.
- Adopted automation, increasing productivity by 25% and reducing manual errors by 40%.
- Worked with cross-functional teams to identify and resolve operational challenges.

**St. Michaels Home - Shift Supervisor - Yonkers, NY (2010-2019)**

- Problem-solving coupled with the ability to adapt under pressure, successfully resolving 99% of emergency situations promptly and effectively, ensuring minimal disruption to patient care.
- Compiled in-depth shift reports and maintained basic metrics, improving team communication by 20% and reducing follow-up errors by 15% through accurate record-keeping.
- Worked collaboratively with other healthcare staff by evaluating patient needs and developing integrated care plans, while communicating in a professional, clear manner to facilitate appropriate information exchange and reduce errors.

**Languages:**

English

Greek