

Joyce Cheung

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Personal Summary

In a previous role as Senior Medical Secretary, a wealth of experience was amassed supporting various national Health Trusts. Responsibilities included managing front office operations, which encompassed providing customer service, scheduling appointments, processing clinic letters, and maintaining records. Skills in these areas were integral to the smooth operation of the office.

Strong interest in programming, particularly front-end web development. A recent accomplishment includes the completion of a 12-week boot camp, resulting in proficiency in HTML5, CSS, and JavaScript. Knowledge extends to MySQL and Python, and frameworks like Tailwind CSS and Bootstrap 5. A portfolio has been developed showcasing skills in these areas.

The aim is to secure junior roles in front-end web development to further expertise and refine skills. With confidence in the ability to contribute effectively to any team, there is an eagerness to acquire new techniques and broaden the skill set.

IT Training

Jan 2024 - Present

Just IT Training Ltd, London

Digital Skills Bootcamp: Software Development

A 12 week intensive boot camp covering the fundamentals of Web and Software development.

Education

September 2008 – June 2012

London South Bank University, London

Grade: 2:1

BA (Hons) Business Administration

Core Modules:

Quantitative literacy, Quantitative methods, Economics, Project Management

Final Year Project:

“Male and Female Influence in Supermarket Brand Equity”

Using quantitative methods and statistical analysis to determine if certain brands are influenced by gender.”

September 1996- July 2000

Coulsdon High School, Croydon

GCSE:

5 A-C grades in subjects including English

IT Skills

Software Development Skills:

HTML5, CSS, JavaScript, Python, MySQL, AJAX, API, Bootstrap 5 and Tailwind CSS, with core proficiency in HTML5, CSS, and JavaScript.

Projects:

Dictionaryopedia App

<https://dictionaryopedia.netlify.app/>

React.js, CSS, Bootstrap, API - Enable users look up the word definitions.

Avada Quizevra Quiz App

<https://avada-quizevra.netlify.app>

HTML, JavaScript, CSS - The quiz has been specifically designed for the ultimate Harry Potter fan.

Weatherly weather App

<https://weatherly-weather-app.netlify.app/>

HTML, JavaScript, CSS, API - Enable users to search for the 7 day forecast of weather based on geo location or search.

Employment History

February 2023 - Present

Career Development and Further Studies

- Undertook self-study in frontend web development during unemployment.
- Gained key skills in HTML5, CSS, JavaScript, React.js, Python, and MYSQL in a 12-week digital skills boot camp.

April 2022 – January 2023

Personal Health Recovery and Self-Improvement

- Took a health-related break from academics and job search.
- Utilized this period for post-surgery recovery.

October 2021 – March 2022

Foundational Studies in Web Development

- Enrolled in a full-stack web development course at Code Institute.

November 2017- September 2021

Dictate IT, London

Senior Medical Secretary/Managed Service Processor

- Processed patient letters within 24 hours as per our as per our Service Level Agreement (SLA), demonstrating prioritization and thoroughness in execution.
- Collaborated with hospital staff to improve information exchange, resulting in a positive 25% increase in response time for patient inquiries.
- Facilitated communication between departments, reducing miscommunication errors by 30% within the trust.
- Achieved an 80% response target rate to priority emails within 24 hours, ensuring timely resolution of urgent matters.
- Provided support to 4 trusts during staff shortages, processing an average of 300 clinical letters per day, ensuring uninterrupted patient care.
- Contributed to reducing backlog by 30% during peak periods during staff shortages, ensuring timely processing of clinical letters.
- Successfully navigated 4 different clinical systems, retrieving and updating patient information accurately, ensuring compliance with GDPR regulations. For instance, meticulously handling sensitive data like HIV and cancer diagnosis letters showcased my precision and commitment to privacy standards.

September 2017 – October 2017
Surrey Central Health, Leatherhead
Learning and Development Administrator

- Organized monthly 7-day induction programs and supervised data management for ESR/OLM, showcasing adept planning and coordination abilities.
- Addressed 50 ESR/OLM queries per week, maintaining a satisfaction rating of 60% to 70% among staff members.
- Handled training planning and booking, liaising with trainers, team members, and managers.
- Ensured effective communication and online course advertisement with engaging content which increased 10% quarterly course registration.
- Coordinated 5 monthly training sessions, boosting staff participation and knowledge retention by 65%.
- Supported the operational requirements of the L&D team, collaborating on over 20 tasks and troubleshooting 30 issues a week.

August 2015 – October 2017
S.A.T.H.S Ltd (mental health charity), Croydon
Secretary/PA (Part-Time)

- Managed email and other correspondence, organized meetings, and improved response times by implementing a color-coded filing system.
- Contacted potential donors professionally, securing donations for the charity.
- Produced and filed documents, communicated effectively with organizations, and implemented a project management tool for the team.
- Adapted to schedule changes and generated reports promptly to address donor concerns.

Interests and Achievements

Computing: Created an engaging learning atmosphere for web development enthusiasts on my social media platform.

Instagram account: https://www.instagram.com/i_can_code_too/

Creative coding – HTML5 Canvas: Recently, delved into HTML5 Canvas to enhance my skills with 2D shapes, bitmap images, and basic animations.

Moving Particles: <https://moving-particles.netlify.app>

Future Learning Goals: Typescript, React Router, React Redux, Sass

Hobbies:

- Actively participate in charity walks, contributing to various causes. Also enjoy hiking adventures locally and abroad.
- Bake cakes for my local church events in my free time, merging my love of baking and community service.