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JOEFER TRAYA

PROFESSIONAL SUMMARY

Highly technical freelance administrative assistant with 6 years of experience, in addition to 4 years of social insurance assistance experience in a corporate setting. Proficient in programming languages such as Python and VBA, an aspiring data analyst and digital marketer with a strong background in nursing who can offer a unique perspective and understanding of any project under the lens of healthcare. Dedicated to delivering top-quality support and assistance to clients while also utilizing advanced technology and analysis to drive continuous improvement in his services.

EXPERIENCE

Administrative Assistant | Robotic Process Automation

Brisbane Town Planning (BTP), Brisbane, AU

2017 – Present

BTP is a Brisbane-based town planning business which supports building designers and residential owners in the planning and development applications of properties. As an administrative assistant specializing on automations, my main responsibility is to ensure that everyone in the team is spending their time on high-value tasks. I achieve this by implementing automated workflows that effectively eliminate hours of daily manual work. Specifically, I:

- Perform administrative support, data entry, social media management, graphic design, research (new topics and tools), spreadsheets/reporting, and customer service
- Created a customized licensing software to safeguard client's Intellectual Properties
- Ideate and develop robotic process automations (RPA) for desktop applications that automate the following:
 - Keypresses and mouse clicks to simulate a human user
 - File renaming
 - File generation (from scratch or templates)
 - File conversion e.g. from .csv to .xls
 - Data parsing
 - Data transfer between applications e.g. from Excel to Word and vice versa
- Ideate and develop RPA for web-based solutions using Python, Selenium Webdriver and VBA that automate the following:
 - Keypresses and mouse clicks to simulate a human user interacting on the web
 - Data scraping and mining (text and images)
 - Refreshing and saving online forms that expire on a pre-defined duration
- Maintain secure, working copies of automation files using Git-based management solutions (GitHub and BitBucket)
- Support the business owner and colleagues with tasks related to the following technologies:
 - Zapier
 - Jotform, Acrobat
 - Google Suite - Sheets, Docs, Script, Drive, Workspace
 - Microsoft Office - Word, Excel, Outlook
 - Graphics Editing - Photoshop, Lightroom, Illustrator, InDesign

- Video Editing - Premiere Pro, After Effects, DaVinci Resolve
- Collaborate with the team using TeamWork, TeamViewer, Zoom, Voxer, Email and Chat

Computer Shop Owner/Manager/Technician

Ferpple.net, Iligan City, PH
2015 – 2019

Ferpple.net, a computer shop that I started on the side, served as an instrumental platform for me to delve into the realm of entrepreneurship, while simultaneously nurturing my growing passion for computer software and hardware. As the owner and in-house technician, I:

- Took charge of all troubleshooting tasks, ensuring that not a single call was required for external technical assistance
- Embarked on an entrepreneurial journey and managed a thriving computer shop
- Stayed up to date with the latest trends and technologies to keep our services affordable without sacrificing quality
- Installed and maintained computer operating systems (Windows)
- Reformatted and cloned hard drives
- Established security and recovery tools – Deep Freeze and Shadow Defender – to protect computers from malicious installs
- Implemented a networking setup that facilitated seamless communication between computers, printers, and a server.
- Built and maintained strong relationships with customers

Social Insurance Assistant | CARES (Customer Assistance, Relations and Empowerment Staff)

Philippine Health Insurance Corporation (Medicare), Cagayan de Oro City, PH
2012 – 2016

PhilHealth is a Government Owned and Controlled Corporation (GOCC) which provides health insurance coverage for all Filipinos under the mandates of the Philippines' National Health Insurance Program. As part of the pioneer batch consisting of 530 registered nurses nationwide, I:

- Served 20+ hospitals and healthcare facilities within the Philippines' Region 10 on rotation basis
- Educated members and stakeholders about updates to the national health program
- Verified benefit eligibility of patients thru the use of dedicated EMR and nationally-linked IT systems
- Assisted patients with insurance benefit availment
- Liaised between the corporation, the members, and the healthcare providers
- Conducted surveys and studies developed by the corporation
- Collated and consolidated monthly reports
- Surveilled and reported policy violations and fraudulent activities

EDUCATION

2018-PRESENT

MASTER OF SCIENCE IN INFORMATION TECHNOLOGY

Mindanao State University – Iligan Institute of Technology

Coursework: Data Structures and Algorithms, Computer Organization and Architecture, Operating Systems, Computer Simulation and Modeling, Software Design and Methodologies, Project Management, Change Management, Digital Signal Processing, Computer Vision, Machine Learning

Thesis: “Touch Me Not”: A Cervix Uteri’s Plea for a Woman-Centric Cervical Dilatation Measurement

2022

DATA ANALYTICS PROFESSIONAL CERTIFICATE

Google | Coursera

Coursework: Spreadsheet, Data Cleansing, Data Collection, Data Aggregation, Data Integrity, Data Analysis, Data Visualization (DataViz), Data Presentation, Data Ethics, R Programming, RStudio, SQL, Tableau

2007-2011

BACHELOR OF SCIENCE IN NURSING

Mindanao State University – Iligan Institute of Technology

Coursework: Medical-Surgical Nursing, Community Health Nursing, Psychiatric Nursing

Thesis: Emotional Intelligence and Illicit Drug Abuse Among Male Homosexuals in Iligan City

SKILLS AND INTERESTS

Power BI • Salesforce • Python • Selenium • R • C++ • Java • VBA • SQL • Tableau • BigQuery • Spreadsheets • Zapier • MS Office • Excel • Word • Outlook • Power Point • Google Suite • Adobe Suite • Photoshop • Lightroom • Illustrator • InDesign • Acrobat • Premiere Pro • After Effects • Da Vinci Resolve • Fusion 360 • Blender • Cura • Data Entry • Insurance Billing • Photography • Photo Retouching • Drones • Video Editing • 3D Modeling and Printing • Psychology • Marketing • Programming • Music • Keyboards • DIYs • IOT • Neurobics

REFERENCES

PETA CHARLES

Principal Planner at Brisbane Town Planning

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