

JOICE ORTEGA

Belgooly, Cork, Ireland

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LinkedIn: ([click here](#))

PERSONAL PROFILE

Motivated and detail-oriented professional with 8 years of proven experience in administrative and business support roles, bringing a strong foundation in organisation, problem-solving, and delivering high-quality results in fast-paced environments. Throughout my career, I have developed excellent communication, time management, and analytical skills, with the ability to work both collaboratively within multidisciplinary teams and independently with minimal supervision, consistently taking ownership of tasks and meeting deadlines.

Currently transitioning into technology through hands-on experience in Full-Stack Web Development, I have built practical projects using JavaScript, Python, APIs, HTML, CSS, and responsive web technologies. I combine strong professional experience with a continuous learning mindset and a genuine passion for technology, and I am eager to contribute to a team where I can continue developing my technical expertise while delivering reliable, user-focused digital solutions.

KEY SKILLS

- Data Analyst: Excel, Access
- Programming Languages: JavaScript (ES6+), Python
- Web: HTML5, CSS3, APIs, JSON
- Responsive web design: Bootstrap, Grids, Flexbox, CSS Media Queries
- Tools & Development Environment: React, Git, GitHub, Visual Studio Code, Netlify
- Database Systems: SQL
- Customer Service Experience
- Administration & Data Management
- Remote work best practices: remote collaboration, asynchronous communication
- Time management

EDUCATION AND TRAINING

2025 - Present	Full-Stack Web Development <u>SheCodes (Ongoing)</u>
<i>Modules:</i>	JavaScript, Python, APIs, Git/GitHub, Responsive Design, React
2013-2015	Senior Technician in Administration & Finance Senior School IES Clara del Rey, Madrid, Spain Higher National Certificate (NFQ: Level 6)

2007-2013

High School and Senior High in Economics
High School Rosa Chacel, Madrid, Spain

WORK EXPERIENCE

Nov 2021 – May 2023 | WELEDA S.A.U.

Commercial Administrative Technician

- Managed customer service queries and incident resolution
- Improved efficiency in the department (Coordinated tasks and supported internal processes)
- Handled product-related queries and documentation
- Skills acquired in this role: Work dynamically with the team, remote work best practices

Jul 2018 – Nov 2021 | La Paz & Carlos III Hospitals

Administrative Assistant & Patient Care

- Managed patient admissions and scheduling
- Provided administrative support to medical staff
- Resolved incidents and improved workflow efficiency
- Skills acquired in this role: Effective communication skills

Apr 2017 – Jan 2018 | GRADDO (Banco Popular Project)

Administrative & Database Manager

- Performed Access & Excel queries and data validation
- Ensured database accuracy and consistency
- Improved database interface through self-taught SQL
- Skills acquired in this role: Learned to work responsibly without supervision

ADDITIONAL INFORMATION

- Languages: Spanish (Native), English (Fluent)
- Driving Licence
- Tech Projects: Weather App (API integration, responsive UI)
- Check my [GitHub repositories](#)
- References available on request

INTERESTS

- Technology and continuous learning in web development
- Self-learning and online tech communities