**Summary**

Highly motivated and analytical Health Administration student at Governors State University. Seeking to apply a strong understanding of healthcare systems, policy, and management principles to a role focused on improving operational efficiency and patient outcomes in a clinical or administrative setting.

**Education**

**Bachelor of Arts in Health Administration** | Expected May 2025

Governors State University | University Park, IL

* *Relevant Coursework:* Healthcare Management, Healthcare Finance, Public Health Administration, Healthcare Policy, Health Law and Ethics, Strategic Planning in Healthcare

**Associate of Science in Business Administration** | May 2023

Joliet Junior College | Joliet, IL

**Experience**

**Administrative Intern** | September 2024 – Present

University Park Medical Center | University Park, IL

* Supported the administrative team with daily operations, including patient scheduling, data entry, and file management.
* Assisted in the development of a patient satisfaction survey, contributing to a 10% increase in survey response rates.
* Gained exposure to billing procedures, insurance verification, and compliance with healthcare regulations.

**Research Assistant** | June 2024 – August 2024

GSU Public Health Department | University Park, IL

* Assisted faculty with a research project on the impact of local public health policies on community wellness.
* Collected and organized data, contributing to a comprehensive report presented to community leaders.
* Prepared literature reviews and summarized key findings from articles on health equity and public health initiatives.

**Projects**

**"Hospital Workflow Improvement" Project** | April 2024

University Park, IL

* Analyzed the patient intake and discharge process at a simulated hospital to identify inefficiencies and bottlenecks.
* Proposed a new digital intake system that was projected to reduce patient wait times by 15%.
* Presented the project findings and recommendations to peers and faculty, demonstrating strong problem-solving and presentation skills.

**Organizations**

**Treasurer** | September 2023 – Present

Health Administration Student Association | University Park, IL

* Managed the club's finances, including budgeting for events and tracking expenses.
* Coordinated guest speaker events with local healthcare professionals.

**Skills**

* **Healthcare Operations:** Patient Relations, Billing and Coding (basic), Electronic Health Records (EHR)
* **Management & Analysis:** Project Management, Data Analysis, Strategic Planning, Financial Management
* **Policy & Compliance:** Healthcare Law and Ethics, Public Health Policy, HIPAA Compliance
* **Technical:** Microsoft Office Suite, Google Workspace, Data Visualization Tools