**Summary**

Dynamic and experienced healthcare professional pursuing a Master of Health Administration (M.H.A.) to advance expertise in organizational leadership, strategic planning, and healthcare policy. With a proven track record in project management and data analysis from a clinical setting, I am eager to apply advanced knowledge in healthcare finance, informatics, and human resources to drive operational excellence and improve patient outcomes. Seeking a management role in a hospital system or public health agency.

**Education**

**Master of Health Administration (M.H.A.)** | Expected May 2026

Governors State University | University Park, IL

* *Relevant Coursework:* Health Care Financial Management, Organizational Theories, Health Care Informatics, Strategic Planning and Marketing, Legal Aspects of Health Care, Health Care Human Resource Management, Quantitative Decision-Making

**Bachelor of Science in Biology** | May 2021

University of Illinois Chicago | Chicago, IL

* *Relevant Coursework:* Anatomy & Physiology, Health Disparities, Biostatistics

**Experience**

**Clinical Project Coordinator** | August 2024 – Present

Metropolitan Medical Center | Chicago, IL

* Led the implementation of a new patient data management system, improving data accuracy by 25% and streamlining reporting processes for hospital administration.
* Collaborated with clinical staff and IT to identify operational inefficiencies and develop technology-based solutions.
* Managed project timelines and budgets, ensuring all milestones were met on schedule and within financial constraints.

**Senior Data Analyst** | June 2022 – August 2024

Health Analytics Group | Naperville, IL

* Conducted in-depth analysis of patient care data to identify trends in hospital readmission rates and resource utilization.
* Presented key findings and strategic recommendations to executive leadership, influencing changes in patient discharge protocols.
* Developed custom dashboards and reports to monitor performance metrics and support evidence-based decision-making.

**Patient Care Technician** | June 2021 – May 2022

Central Hospital | Joliet, IL

* Provided direct patient care, including monitoring vital signs and assisting with daily living activities.
* Gained firsthand experience with hospital operations and the patient journey, informing a deep understanding of healthcare delivery.

**Projects**

**M.H.A. Capstone Project: Improving Patient Flow in the Emergency Department** | May 2026

Governors State University | University Park, IL

* Conducted a comprehensive analysis of patient intake and discharge processes to identify bottlenecks in the Emergency Department.
* Developed a strategic plan to optimize patient flow using queuing theory and process improvement methodologies.
* The project includes a professional residency with a local hospital to test and validate the proposed solutions.

**Awards & Certificates**

* **Certified Health Data Analyst (CHDA):** Completed March 2024
* **Outstanding Graduate Student in Health Administration:** Governors State University (2026)
* **Dean's List:** Governors State University (Fall 2023, Spring 2024)

**Skills**

* **Healthcare Management:** Strategic Planning, Healthcare Policy, Financial Management, Human Resources, Program Evaluation, Quality Improvement
* **Data & Technology:** Health Informatics, Quantitative Analysis, Data Visualization, Electronic Health Records (EHR) Systems, Microsoft Office Suite, Tableau
* **Leadership & Operations:** Project Management, Team Leadership, Operational Optimization, Regulatory Compliance, Stakeholder Communication
* **Interpersonal:** Problem-Solving, Cross-functional Collaboration, Patient-Centered Communication, Ethical Decision-Making