**Summary**

Detail-oriented professional with a strong background in healthcare administration and a passion for technology. Currently pursuing a Master of Science in Health Informatics to develop expertise in leveraging data, information systems, and analytics to improve patient care and organizational efficiency. Proven ability to manage projects, analyze data, and facilitate change. Seeking a challenging role as a Clinical Analyst or Health Informatics Specialist in a dynamic healthcare setting.

**Education**

**Master of Science in Health Informatics (M.S.H.I.)** | Expected May 2026

Governors State University | University Park, IL

* *Relevant Coursework:* Health Care Informatics, Health Information Systems, Data Analytics in Healthcare, Health Data Security, Project Management in Healthcare, Clinical Workflow and Process Improvement

**Bachelor of Science in Healthcare Administration** | May 2023

Governors State University | University Park, IL

* *Relevant Coursework:* Healthcare Management, Health Law and Policy, Biostatistics, Healthcare Finance

**Experience**

**Healthcare Operations Manager** | August 2024 – Present

Community Health Clinic | Chicago, IL

* Oversaw daily operational activities, including staff scheduling, resource allocation, and patient flow management.
* Led a project to implement a new patient check-in system, reducing wait times by 10% and improving overall patient satisfaction scores.
* Collaborated with IT to troubleshoot and resolve issues with the Electronic Health Record (EHR) system.

**Medical Records Specialist** | June 2023 – August 2024

Regional Medical Group | Joliet, IL

* Managed the integrity and security of patient health information, ensuring compliance with HIPAA regulations.
* Performed data entry and analysis to support billing and reporting functions.
* Assisted in the migration of patient records from a legacy system to a new digital platform.

**IT Support Technician** | June 2022 – May 2023

Governors State University | University Park, IL

* Provided technical support to faculty and staff for a variety of software and hardware issues.
* Assisted in the administration of network systems and user accounts.

**Projects**

**M.S.H.I. Capstone Project: Optimizing Clinical Workflows with EHR Integration** | May 2026

Governors State University | University Park, IL

* Analyzed existing clinical workflows in a local clinic and identified opportunities for improvement using advanced features of the EHR system.
* Developed and presented a proposal for a new integrated workflow, demonstrating potential for reduced administrative burden and improved accuracy in charting.

**Data Analytics for Community Health** | November 2025

Governors State University | University Park, IL

* Utilized healthcare data to identify and visualize trends in a specific public health issue, such as childhood obesity or vaccine uptake.
* Presented findings to a public health panel, offering recommendations for targeted community interventions.

**Awards & Certificates**

* **Certified Associate in Project Management (CAPM):** Completed July 2024
* **Outstanding Graduate Student in Health Informatics:** Governors State University (2026)
* **Dean's List:** Governors State University (Fall 2023, Spring 2024)

**Volunteer Work**

**Hospital Volunteer** | September 2021 – May 2022

St. Mary's Hospital | Joliet, IL

* Assisted with patient transport and visitor services, gaining firsthand experience with hospital logistics and patient support.
* Supported administrative staff in organizing and archiving medical records.

**Public Health Clinic Assistant** | June 2021 – August 2021

Will County Health Department | Joliet, IL

* Aided in data entry and analysis for a community health initiative focused on a seasonal flu vaccine drive.
* Educated clinic visitors on the importance of data privacy and the process of electronic health records.

**Skills**

* **Health Informatics:** Data Analytics, Health Information Systems, Electronic Health Records (EHR), Clinical Workflow Analysis, Data Security (HIPAA)
* **Technology:** SQL, Python (basic), Tableau, Microsoft Office Suite, Network Administration, Help Desk Support
* **Management & Operations:** Project Management, Change Management, Quality Improvement, Regulatory Compliance, Data Governance
* **Interpersonal:** Cross-functional Collaboration, Problem-Solving, Stakeholder Communication, User Training and Support