**Summary**

Strategic and results-oriented healthcare professional with a background in clinical operations and a drive to optimize health services. Currently pursuing a Master of Science in Health Resource Management to develop advanced competencies in financial management, quality improvement, and strategic planning. Eager to apply analytical and leadership skills to a mid-level management position in a hospital system, public health organization, or consulting firm.

**Education**

**Master of Science in Health Resource Management** | Expected May 2026

Governors State University | University Park, IL

* *Relevant Coursework:* Health Care Financial Management, Quantitative Decision-Making, Health Care Quality Improvement Concepts and Tools, Strategic Planning and Marketing, Health Care Human Resource Management, Health Law and Policy

**Bachelor of Science in Nursing (B.S.N.)** | May 2024

Governors State University | University Park, IL

* *Relevant Coursework:* Community Health, Management in Nursing, Public Health

**Experience**

**Clinical Coordinator** | August 2024 – Present

University Health System | Chicago, IL

* Managed a team of 15 clinical staff, ensuring adherence to best practices and operational protocols.
* Collaborated with department heads to develop and implement new quality improvement initiatives, resulting in a 5% increase in patient satisfaction scores.
* Analyzed department financial data to optimize resource allocation and reduce operational costs.

**Registered Nurse** | May 2024 – August 2024

Memorial Hospital | Joliet, IL

* Provided direct patient care in a fast-paced medical-surgical unit, administering medications and monitoring patient conditions.
* Utilized electronic health record (EHR) systems to document care and communicate with interdisciplinary teams.

**Administrative Assistant** | June 2023 – May 2024

University Health System Administration | University Park, IL

* Supported executive team with scheduling, document preparation, and data entry.
* Assisted in the compilation of reports on hospital performance metrics and regulatory compliance.

**Projects**

**Capstone Project: Financial Analysis of an Outpatient Clinic Expansion** | May 2026

Governors State University | University Park, IL

* Conducted a comprehensive financial feasibility study for a proposed outpatient clinic expansion, including market analysis and budget forecasting.
* Presented a detailed report to a mock executive board, outlining potential return on investment and strategic risks.

**Health Policy Research Project: The Impact of Telehealth Regulations** | November 2025

Governors State University | University Park, IL

* Researched and analyzed the effects of recent state and federal regulations on the adoption and reimbursement of telehealth services.
* Prepared a policy brief detailing the findings and offering recommendations for improving access to care.

**Awards & Certificates**

* **Certified Professional in Healthcare Quality (CPHQ):** Expected 2026
* **Dean's List:** Governors State University (Fall 2023, Spring 2024)

**Skills**

* **Management:** Financial Management, Human Resources, Strategic Planning, Project Management, Operational Efficiency
* **Analysis & Planning:** Data Analysis, Budgeting, Forecasting, Quality Improvement, Program Evaluation
* **Healthcare & Policy:** Health Law and Policy, Regulatory Compliance, Electronic Health Records (EHR), Public Health
* **Technology:** Microsoft Office Suite, Tableau, SQL (basic), Project Management Software