HUSNA FATIMA

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SUMMARY

An enthusiastic and values-driven individual with a master's in health administration and advanced diploma in health informatics technology and 2 years of experience in business analysis and extensive documentation. Seeking the position of Community Options Coordinator at Community Living York South to contribute to the development and implementation of impactful programming, fostering independence and enhancing the quality of life for individuals with intellectual disabilities.

WORK EXPERIENCE

65square, HelpUsDefend, Toronto   *Jun 2023 – Present*
Co-Team Lead (Business Development Team, Volunteer)

- Led weekly meetings and workshops, employing Kanban Boards, RACI matrices, and dashboards to optimize task assignments and bolster team collaboration and communication.
- Collaborated with a culturally diverse team of volunteers to advocate for and successfully implement initiatives that reflected the values of equity, respect, and inclusiveness.
- Orchestrated the planning, creation, and execution of diverse, volunteer, and employment programs including a profit-sharing program for all the members of the organization, resulting in a 25% increase in community engagement and satisfaction among 150+ volunteers.
- Spearheaded the development of a comprehensive training and onboarding program for the business development team, resulting in a 20% increase in understanding of the project within the team.

Yardstiq Global Solutions, India   *Jan 2018 – Dec 2019*
Junior Business Analyst

- Identified and resolved 4+ critical inefficiencies in manual patient record-keeping, increasing retrieval efficiency by 15%.
- Orchestrated stakeholder collaboration to document requirements for the MACDOC software project, catalyzing a digital overhaul in 5+ business units and improving operational efficiency by 30%.

Pine Village Retirement Community   *Jan 2017 – Apr 2017*
Intern

The project entailed a comprehensive analysis of senior dining services, uncovering inefficiencies and delays in the As-Is process. Utilizing the DMAIC methodology, and data analysis led to actionable recommendations for optimizing the dining experience of the retirement community. Implementation of FMEA successfully reduced errors by 40%, and collaborative cross-functional efforts seamlessly integrated improvements into existing processes.

Presence Saint Francis Hospital   *May 2017 – Aug 2017*
Quality Control Volunteer

Managed fall data, achieving a 15% reduction in patient falls. Analyzed and recommended preventive changes, leading to a 30% decrease in environmental-related falls. Documented Code Gray cases, enhancing awareness. Recommended safety audits and training, contributing to a 15% reduction in falls due to human error. Demonstrated professionalism, confidentiality, and expertise in data analysis.

CERTIFICATIONS AND KEY SKILLS

Certifications: Agile Virtual Experience Program - JP Morgan Chase & Co (Sep 2023), Scrum: The Basics - LinkedIn (May 2023), Business Analysis Foundations - LinkedIn (Mar 2023)
Tools: Microsoft Office Suite • Jira • Tableau • Power Bi
Technical Skills: Project Management • SQL • Business Analysis • Data Analysis and Visualization • Canva
Soft Skills: Communication • Leadership • Problem-Solving • Time Management • Adaptability • Teamwork • Resilience • Advocacy

EDUCATION

Centennial College, Canada   *Aug 2021 – Dec 2023*
Advanced Diploma in Health Informatics Technology

Valparaiso University, USA   *Aug 2015 – Jun 2017*
Master's in Health Administration