Kaila Santiago

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EDUCATION

New York City College of Technology, Brooklyn, NY   Expected May 2025
Bachelor of Science, Professional and Technical Writing, GPA: 3.96

Borough of Manhattan Community College, New York, NY   May 2023
Associate of Applied Science, Health Information Technology

SKILLS

Administrative: Microsoft Office 365 (PowerPoint, Excel, Word), Professional correspondence, Business documents, Google Suite, Dropbox, Data entry, Touch typing 60 WPM, Filing, Zoom
Communication: Copyediting, Copywriting, Technical writing, Grammar, Sentence structure, Research
Programming Languages: CSS (Intermediate), JavaScript (Beginner), Python (Beginner), SQL (Beginner)

PROJECTS

Healthcare Navigation Handbook (In Progress)   July 2024
- Creating handbook outlining patient rights, advice for navigating the healthcare system, and resources for support

Personal Website   June 2024
- Developed personal website using HTML and CSS to display projects

Prospect Park Alliance Website Content   May 2024
- Revised description of art installation to enhance clarity and coherence through a detailed line-by-line rewrite

Patient Educational Materials at Bellevue Hospital   May 2023
- Designed presentation, brochure, and one pager on personal health records using Microsoft PowerPoint and Canva

RELEVANT EXPERIENCE

Lush Cosmetics, Staten Island, NY   Sept 2023 – Feb 2024
Core Casual Sales Ambassador

- Exceeded January sales goals by 5% through personalized product recommendations and upselling
- Partnered with small team of 4 to 8 team members to ensure prompt customer assistance
- Communicated product usage and benefits to 20+ customers a day through physical demonstration

Borough of Manhattan Community College   Aug 2023 - Dec 2023
Health Information Technology Tutor

- Mentored 1 to 3 students at a time with homework, assignments, and exam preparation
- Utilized case studies and real-world scenarios to improve student understanding and proficiency in course material
- Monitored and tracked student progress to provide constructive feedback and strategies for improvement

NYC Health + Hospitals/Bellevue, New York, NY   Jan 2023 – May 2023
Health Information Intern

- Audited 20 to 30 medical records per hour for completeness, timeliness, and accuracy
- Processed patient requests for release of information, complying with policies, procedures, and HIPAA regulations
- Analyzed 50 not billed accounts in Microsoft Excel to identify areas of improvement to enhance the revenue cycle