

Kaila Santiago

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EDUCATION

New York City College of Technology, Brooklyn, NY <i>Bachelor of Science, Professional and Technical Writing, GPA: 3.96</i>	Expected May 2025
Borough of Manhattan Community College, New York, NY <i>Associate of Applied Science, Health Information Technology</i>	May 2023

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) <ul style="list-style-type: none">Creating handbook outlining patient rights, advice for navigating the healthcare system, and resources for support	July 2024
Personal Website <ul style="list-style-type: none">Developed personal website using HTML and CSS to display projects	June 2024
Prospect Park Alliance Website Content <ul style="list-style-type: none">Revised description of art installation to enhance clarity and coherence through a detailed line-by-line rewrite	May 2024
Patient Educational Materials at Bellevue Hospital <ul style="list-style-type: none">Designed presentation, brochure, and one pager on personal health records using Microsoft PowerPoint and Canva	May 2023

RELEVANT EXPERIENCE

Lush Cosmetics, Staten Island, NY <i>Core Casual Sales Ambassador</i> <ul style="list-style-type: none">Exceeded January sales goals by 5% through personalized product recommendations and upsellingPartnered with small team of 4 to 8 team members to ensure prompt customer assistanceCommunicated product usage and benefits to 20+ customers a day through physical demonstration	Sept 2023 – Feb 2024
Borough of Manhattan Community College <i>Health Information Technology Tutor</i> <ul style="list-style-type: none">Mentored 1 to 3 students at a time with homework, assignments, and exam preparationUtilized case studies and real-world scenarios to improve student understanding and proficiency in course materialMonitored and tracked student progress to provide constructive feedback and strategies for improvement	Aug 2023 - Dec 2023
NYC Health + Hospitals/Bellevue, New York, NY <i>Health Information Intern</i> <ul style="list-style-type: none">Audited 20 to 30 medical records per hour for completeness, timeliness, and accuracyProcessed patient requests for release of information, complying with policies, procedures, and HIPAA regulationsAnalyzed 50 not billed accounts in Microsoft Excel to identify areas of improvement to enhance the revenue cycle	Jan 2023 – May 2023