

# KAMELLIA HYACINTH

Fitchburg, WI 53713 | 608-571-8876 | kamelliahycinth@gmail.com | WWW: linkedin.com/in/kamellia

## Professional Summary

---

Dual MHA/MPH candidate with experience in public health systems, regulatory compliance, and data-informed policy analysis. Skilled in translating surveillance and operational data into policy briefs, performance measures, and quality improvement strategies that strengthen statewide public health programs. Brings experience in cross-agency coordination, workforce systems, and evidence-based decision support. Seeking a DPH field placement focused on policy development, program evaluation, and strategic public health administration.

## Additional Information

---

- Committed to advancing equitable, data-informed public health policy and operational excellence across state and community-based systems.
- U.S. Army veteran with proven expertise in administration, compliance, and high-risk systems management.
- Seeking strategic roles involving policy execution, operational oversight, and cross-agency collaboration.

## Education

---

**Master of Science:** Public Health - Policy & Management  
**University of Wisconsin, Milwaukee** - Milwaukee, WI

Expected in 12/2026

**Master of Science:** Healthcare Administration  
**University of Wisconsin, La Crosse** - La Crosse, WI

05/2025

**Bachelor of Science:** Information Technology  
**St. George's University** - St. George's, Grenada

12/2015

## Certifications

---

Basic Life Support HealthCare Provider (BLS HCP) - AHA | Resuscitation Quality Improvement (RQI) Program - AHA

## Key Achievements

---

- Led compliance and logistics across 40+ high-risk Army systems, ensuring regulatory readiness and uninterrupted operations.
- Designed and implemented a policy manual aligning CBRF operations with HIPAA, CMS, and DHS 83/88 standards, improving onboarding and accountability.
- Developed data-based workflows that reduced admin tasks by 75% and improved audit accuracy and transparency in clinical settings.

## Professional Experience

---

**Audiology Clinical Operations Coordinator**

07/2025 - Current

**SSM Health Dean Medical Group** – Madison, WI

- Coordinated clinic-wide operations for a two-provider audiology site, managing daily workflows, scheduling priorities, and patient readiness — achieving 100% on-time preparation and reducing same-day delays.
- Developed a master insurance benefits tracking system in Excel, consolidating coverage data into a single monthly reference for audiologists — eliminating repetitive emails and reducing provider follow-up time by 75%.
- Coordinated hearing aid order workflows by linking device requests to insurance and clinical documentation platforms (AudBase, NOAH) and validating coverage and contract details — ensuring accurate, on-time documentation and smooth

fitting appointments.

- Managed clinical hearing aid inventory and vendor logistics, including ordering, receiving, device assembly, and mailing supplies to patients as needed — maintaining 0% stockouts and ensuring full device availability for all scheduled fittings.

### CBRF Compliance & Support Assistant

08/2024 - 05/2025

Circle Of Hope, Inc II – Eau Claire, WI

- Authored a revised employee handbook integrating HIPAA, DHS 83/88, and agency-specific regulations to enhance policy clarity and accountability.
- Designed compliance-driven documentation workflows to reduce onboarding inefficiencies and improve regulatory inspection outcomes.
- Initiated retention-sensitive policy updates that aligned staffing practices with organizational stability goals, contributing to reduced turnover.

### Clinical Operations Support (Non-Clinical)

01/2024 - 06/2024

Interim HealthCare – Madison, WI

- Oversaw outpatient scheduling and documentation operations to enhance care coordination across home health and ambulatory programs.
- Verified credentials and immunization records to maintain compliance and readiness for audits and patient-facing care.
- Maintained HIPAA-compliant intake logs and supported room prep, faxing, and medical record organization in a fast-paced care setting.

### Administrative Operations Support (Contract Roles)

01/2021 - 07/2023

The QTI Group/ Drake & Company Staffing Solutions – Madison, WI

Assigned Clients: *UW Health, Wisconsin Association of Independent Colleges, Madison Metropolitan School District, Sand County Foundation, Clack Corporation*

- Provided administrative coordination across healthcare, education, and nonprofit sites; managed scheduling, multi-line communications, and confidential documentation for clinical and academic operations.
- Systematically prepared and indexed 1,000+ records for digitization; ensured data accuracy and maintained HIPAA/FERPA compliance across operational workflows.
- Maintained donor and sponsorship databases; processed contributions, prepared acknowledgments, and supported communication efforts for stakeholder engagement.
- Supported operational workflows in a regulated facility environment, ensuring precision, materials handling, and consistent task execution aligned with organizational standards.

## Core Competencies

---

- Public Health Policy Analysis & Development
- Regulatory Compliance (CMS, HIPAA, DHS 83/88)
- Program & Policy Evaluation (Epi + Admin Methods)
- Performance Management & Quality Improvement
- Data Analysis & Decision Support (Excel, SAS, Tableau)
- Public Health Surveillance & Reporting

- Outcome Metrics & KPI Development
- Cross-Agency & Stakeholder Coordination
- Strategic Communication & Policy Brief Writing
- Workforce Development & Capacity Planning
- Evidence Synthesis for Policy & Systems Action
- Training & Implementation Resource Development

## Military Experience & Service

---

### Logistics & Operations Support

07/2021 - 08/2024

U.S Army – Multiple Sites

- Managed regulated transportation ad storage of hazardous materials in compliance with federal safety standards.
- Maintained continuous audit readiness for 40+ critical systems through rigorous documentations, inspections, and regulatory compliance protocols.
- Implemented risk mitigation strategies and enforced operational standard's to ensure alignment with Army regulations and federal guidelines.
- Led compliance-driven training, operational oversight, and emergency response drills for cross functional teams.