**VIOLA ODENYA**

(508) 344-5985 **|** vodenya@gmail.com

**HEALTHCARE ADMINISTRATION | PROJECT MANAGEMENT | NON-PROFIT MANAGEMENT | PUBLIC HEALTH**

Results-oriented, strategy-driven professional with project management, process improvement, and administrative support expertise in the healthcare industry. Demonstrated experience identifying performance gaps and areas of improvement, skilled in developing and modifying administrative program policies, directives, and regulations focused on health equity. Expert at building lasting professional relationships through utilizing strong business acumen and managerial experience, delivering organizational change management to obtain top-tier results, focusing on community impact, business value, program management, and customer success.

* Fluent in supporting research and data analysis to make decisions, craft strategy, and track progress towards organizational goals.
* Excellent oral, written, and interpersonal communication skills; strong ability to liaise between technical staff, community, and business leaders.
* Strong proficiency in supporting the development, organization, and creation of organizational policies and procedures.
* Technical Skills: MS Office (Excel, Word, PowerPoint, Access), SPSS, SAS

**EDUCATION**

**MASTER OF PUBLIC HEALTH**

Chamberlain University (GPA 3.9)

**BACHELOR OF SCIENCE**

Elms University (GPA 3.9)

**AREAS OF EXPERTISE**

Client Relationship Management, Project Management, Health Administration, Customer Service, Process Improvement, Business Analysis, Change Management, Grant Proposal, Quality Management, Vendor Management, Contract Management, Non-Profit Management, Database Management, Infectious Disease Program Management, Policy Development, Public Health, Health Communications, Grants Management, Program Assessment, Health Data Reporting, Public Health Response

**PROFESSIONAL EXPERIENCE**

**INFECTOUS DISEASE PREVENTION SPECIALIST (STI/TB)**

**Ryan White Foundation 04/2022-Present**

Strategically communicate with cultural sensitivity, deploying STIs surveillance systems, risk assessment and outbreak preparedness. Maintain confidentiality with a diverse group of stakeholders, gathering information about symptoms, exposures, and identifying other risk factors.

* Provides health education and guidance to prevent sexually disease transmission, follows set protocol for contacting Sexually Transmitted Infection case investigations, and documents all contact attempts and timeframes.
* Connected patients with public and private resources and services for healthcare support sustainment, facilitated STI patient and employee education on proper infection prevention and control measures.
* Actively participated in planning council meetings and quality management carousel. Develops quarterly grant proposals to ensure continued funding.

**STAR TEAM NURSE/FLOAT POOL**

**Hartford Hospital 08/2021-Present**

Acted in alignment with the vision, mission, and values of the organization, supporting the engagement of hospital leaders to advocate for equal access to healthcare. Collaborate with internal partners and teams impacting outreach, reporting, strategic communication, and initiating infection control protocols and policies to identify and reduce infection risks.

* Attended to patients and families in a culturally sensitive appropriate way.
* Participate in quality improvement assessments and collaborated with all the departments in developing and implementing infection control policies, educating staff, conducting surveillance, and responding to outbreaks and potential threats.
* Executed cultural humility as well as an understanding, awareness and, respect for diversity amongst colleagues and clients.
* Serve as primary liaison for infection control and stimulated strategies to improve health outcomes for all patients in our care.

**CHRONIC DISEASE CARE MANAGER**

**UMASS Harrington Memorial Hospital 04/2013-08/2021**

Collaborated transitional care for patients with chronic diseases to improve health outcomes. Maintained a high level of confidentiality, possessed the ability to make independent decisions, owning a broad knowledge of hospital philosophies, policies, and procedures. Collaborated with other healthcare professionals, such as physicians, pharmacists, and social workers, to ensure coordinated and holistic care for patients.

* Entered patient data and other relevant health and demographic information into various databases, and provided outstanding, compassionate service to patients.
* Provide ongoing support and counseling to patients and their families, addressing their concerns, providing emotional support, and promoting self-management techniques.
* Reviewed all client-related forms for accuracy and completeness of information, assisting the client where necessary.
* Listened and responded to patient concerns in real-time, answered, transferred, and responded to department calls while collaborating with other teams in the hospital.
* Coordinated and analyzed educational programs and workshops for patients, caregivers, and the community to raise awareness and improve disease management practices.

**VOLUNTEER**

**AIDS QUILT Rhode Island 12/2020-Present**

Educating high school students on STI prevention. Participating in raising awareness and advocating for increased funding for HIV+ individuals.

“**Your most important work is always ahead of you, never behind yo**u.” -Dr. Stephen R. Covey