

# Luísa Torres

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**Title:** Healthcare Consultant

**Location:** Coimbra, Portugal

**Email:** luisa.torres@example.com

**Phone:** +351 963 210 987

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## Summary

Healthcare professional with background in pharmacy and healthcare management. Experience in healthcare operations optimization, regulatory compliance, and digital health initiatives. Seeking to join a Big4's healthcare advisory practice.

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## Experience

### **José de Mello Saúde – Lisbon**

*Healthcare Operations Specialist*

*July 2022 – Present*

- Developed and implemented clinical pathway optimization programs.
- Led accreditation preparation activities for multiple hospital facilities.
- Conducted financial analysis for new healthcare service offerings.

### **Centro Hospitalar e Universitário de Coimbra – Coimbra**

*Quality and Patient Safety Officer*

*March 2020 – June 2022*

- Managed quality improvement initiatives and patient safety programs.
  - Coordinated incident reporting and root cause analysis activities.
  - Developed standard operating procedures and clinical guidelines.
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## Education

### **Nova School of Business and Economics – Lisbon**

*MSc in Healthcare Management*

*2018 – 2020*

### **University of Coimbra – Coimbra**

*PharmD in Pharmaceutical Sciences*

*2013 – 2018*

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## Skills

- Healthcare operations and process improvement

- Clinical quality and patient safety frameworks
- Healthcare analytics and KPI development
- Portuguese (native), English (fluent), Spanish (intermediate)
- Strong stakeholder management in clinical settings