

# Helena Santos

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**Title:** Healthcare Consultant  
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## Summary

Healthcare professional with background in hospital administration and 5 years of experience in healthcare operations improvement. Expertise in process optimization, quality management, and healthcare analytics. Seeking to leverage industry knowledge in a Big4 healthcare consulting practice.

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## Experience

**Hospital de São João – Porto**

*Operations Manager*  
May 2021 – Present

- Led operational excellence initiatives resulting in 15% reduction in patient waiting times.
- Implemented quality management systems aligned with international healthcare standards.
- Managed cross-functional teams to improve resource allocation and department coordination.

**CUF Hospitals – Lisbon**

*Healthcare Analyst*  
February 2019 – April 2021

- Conducted performance analyses of clinical departments to identify improvement opportunities.
  - Developed KPI dashboards to monitor healthcare quality metrics and patient outcomes.
  - Participated in cost reduction initiatives resulting in 10% savings in operational expenses.
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## Education

**Porto Business School – Porto**

*MBA in Healthcare Management*  
2017 – 2019

**University of Porto – Porto**

*BSc in Biomedical Sciences*  
2014 – 2017

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## Skills

- Healthcare operations management

- Quality management systems
- Healthcare analytics
- Process optimization methodologies
- Portuguese (native), English (fluent), French (basic)
- Patient-centered care approach