

EXPERIENCE

- User Experience Consultant
Freelance (2017-Current)
- Research Associate II
Kaiser Permanente (2016-Current)
- Behavioral Health Care Coordinator
Tri-City Health Center (2015-2016)
- Public Health Intern
Alameda County DPH (2014)
- Research Assistant
Touro University (2013-2014)
- Research Assistant
UC Berkeley (2010-2013)

EDUCATION

- BA, Molecular and Cellular Biology
Univ. of California, Berkeley (2013)
- MPH, Community Health
Touro Univ., California (2014)
- UX Design Certificate Course
Springboard.com (2017)

SKILLS

Healthcare Research, UX Research, Public Health Research, Program Planning & Development, Program Implementation, Empathy-Driven Products and Interactions, Project Management, People Management, Interviewing, Surveying, Strategic Planning, Community Health, UX Design, UI Design, Rapid Prototyping, Usability Testing, Personas, Empathy Mapping, Wireframing, & Heuristic Analysis.

RESPONSIBILITIES

Yelp app redesign project with Springboard.com UX Course

Serve as project manager for multiple small scale research projects.
Create and implement data collection, data analysis, and data interpretation tools.
Create patient-facing documents, tools, and surveys.
Oversee recruitment, implementation of study criteria, retention, and all study activities.
Assist in development of presentations, scientific manuscripts, and dissemination of information.

Orchestrated the integration of behavioral health and primary care using a team-based care approach. Conducted warm connections in the primary care setting to provide short-term interventions, risk assessments, and psychosocial case management services.
Created, analyzed, interpreted, and presented data geared towards quality and operational improvement. Developed strong foundations in empathy-driven interactions and understanding the underlying motivations of human beings.

In collaboration with Alameda County Federally Qualified Health Centers (FQHCs), developed and implemented a Prenatal Breastfeeding Education Pilot program focused on enabling community clinics to provide consistent and effective breastfeeding education and support to all mothers. Utilized county data, survey results, and stakeholder feedback for constant iteration and improvement.

Conducted research and literature reviews on cervical cancer interventions in sub-Saharan Africa. Assisted in development of a cervical cancer intervention pilot program in Ethiopia.

Studied immune response to infection by Toxoplasma gondii.

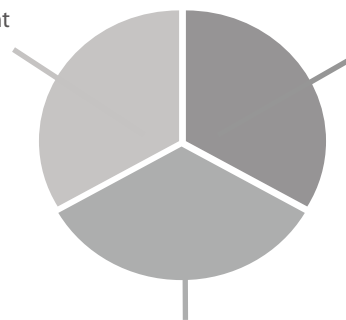
TALENTS

PEOPLE MANAGEMENT

- Behavioral health/psychology background
- Perceptive & able to understand the needs of patients, customers, and clients
- Empathy-driven researcher focused on human-centered design
- Adept at analyzing & making intelligent inferences based on human behavior

PROJECT MANAGEMENT

- Balance of collaborative & self-driven work ethic
- Communicates openly & effectively
- Ability to drive conversations & projects to fruition
- Troubleshooter & go-to resource for team members



RESEARCH & DESIGN

- Quantitative & qualitative research background
- Robust experience with collecting & interpreting data
- Well-versed in creating patient (customer) facing tools & deliverables
- Proponent of constant iteration as a best practice