

Reahanna Cooper

Technical & Healthcare Support Specialist

📍 Piscataway, New Jersey | ✉️ cooper.reahanna@gmail.com | 🌐 buildwithanna.dev | ☎️ (908) 444-0695

CORE COMPETENCIES

Technical Support	Community Health
Data Entry & Reporting	Patient-Facing Systems
Community Outreach	Medical Terminology
HIPAA	Visual Design

TECHNICAL SKILLS

Database Management	Java, PHP, JavaScript
SQL, MySQL Workbench	HTML5, CSS
Windows OS	Canva
Microsoft Office Suite (Word, Excel, PowerPoint)	Git
	Plausible Analytics

PROFESSIONAL EXPERIENCE

Apex Remote Patient Monitoring

July 2021 - Present

Technical Support Engineer (Part-Time)

- Built a troubleshooting system with call forwarding and auto-generated ticket summaries, cutting resolution times by 50% and creating a structure still in use today.
- Designed and maintained secure SQL patient databases in MySQL Workbench, using PHP-driven validation rules to ensure HIPAA compliance and prevent duplicate records.
- Developed and introduced onboarding and troubleshooting guides to support clinicians, patients, and community outreach, improving adoption and reducing repeated issues.
- Partnered with physicians and medical assistants to translate EHR workflows into technical documentation that improved client support and streamlined operations.

New Jersey City University

May 2016 - Sept 2018

Technical Aide

- Provided front-line tech support for ~200 students and staff across two labs and multiple classrooms, cutting repeat tickets by 50% and reducing first-week tech complaints from 15+ daily to under 5.
- Prepared 60+ Windows desktops and assisted front desk staff with student data entry during peak enrollment, reducing processing time from 1 week to 2-3 days and ensuring smooth semester readiness.
- Represented the department at two university-wide open houses, managing the info table and creating flyers and website materials to engage prospective students while training staff on new software and scheduling tools to minimize disruptions.

Research Intern

- Collaborated with clinical advisors and student developers on an NSF-funded mobile mental health app coded with Java, focusing on improving access & addressing mental health disparities in underserved & minority communities.
- Conducted QA testing, user interviews, and usability documentation to guide design decisions, leading to two major feature revisions that improved accessibility and engagement for target users.
- Supported outreach and education efforts, preparing posters and slides for STEM and health equity events that promoted the project's mission and expanded awareness of behavioral health inequities.

PROJECTS

Dialectical Behavior Therapy Flashcards

2025

- Designed, developed, and deployed an interactive DBT skills flashcards website from the ground up using HTML, CSS, JavaScript and Git, handling UI/UX design, front-end development, and content structuring, and integrated Plausible analytics to track user engagement and inform iterative updates.

EDUCATION

New Jersey City University | B.S. in Computer Science | GPA: 3.9

Sep 2017 - May 2019