Reahanna Cooper
Data Systems & Care Delivery

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CORE COMPETENCIES

Data Entry & Reporting	Community Health
Database Management	Peer Support
Technical Support	Social Work Support
Community Outreach	Security & Compliance
Community Education	UX/Visual Design

TECHNICAL SKILLS

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

PROFESSIONAL EXPERIENCE

Apex Remote Patient Monitoring   **July 2021 - Present**

Systems & Support Engineer

- 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-/Excel-based patient databases, adding validation processes and reconciliation reports that reduced duplicate and incomplete entries by 40% while ensuring HIPAA compliance.
- Developed and introduced onboarding and troubleshooting guides to support clinicians, patients, and community outreach, improving adoption and reducing repeated issues.
- Generated weekly compliance and usage reports in Excel for leadership, reducing turnaround time from 7 days to 48 hours through automated calculations and formatting.
- Standardized intake templates and case documentation in Excel, reducing rework by 35% and ensuring consistency.

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 ongoing tech complaints.
- Prepared 60+ Windows desktops for a department-wide upgrade and assisted front desk staff with data entry and Excel-based departmental reports, improving scheduling efficiency & keeping semester operations running smoothly.
- Maintained departmental reports on lab usage and student worker hours in Excel, reducing scheduling conflicts by 15% and giving faculty reliable data to allocate resources more effectively.
- Represented the department at two university-wide open houses, managing the info table and creating flyers and materials to engage prospective students.

Research Intern

- Collaborated with clinical advisors and student developers on an NSF-funded mental health app coded with Java & Swift, focusing on improving access & addressing mental health disparities in underserved and minority communities.
- Compiled interview and survey data into Excel trackers and reports, expediting analysis for faculty one week earlier than prior cycles and helping align app features with clinical and public health goals.
- 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 conferences.

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**