

# Reahanna Cooper

## Support Specialist

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### CORE COMPENTENCIES

Peer Support	Data Entry & Reporting
Technical Support	Database Management
Motivational Interviewing	HIPAA
Systems Troubleshooting	Security & Compliance
Community Informatics	UX/Visual Design

### TECHNICAL SKILLS

EHRs (AWARDS, Epic, custom)	Java, PHP, JavaScript
SQL, MySQL Workbench	HTML5, CSS
Windows OS	Canva
Microsoft Office Suite	Git
(Word, Excel, PowerPoint)	Plausible Analytics

### PROFESSIONAL EXPERIENCE

#### Volunteers of America - Greater New York

November 2025 - Present

##### Peer Specialist

- Audited and improved the resident resource list, correcting outdated entries, standardizing formatting, and improving usability for both staff and residents, while supporting more effective emotional support and real-time resource navigation.

#### Apex Remote Patient Monitoring Systems & Support Engineer

July 2021 - Present

- 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

##### Research Intern & Technical Aide

- 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.
- 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.
- Represented the department at two university-wide open houses, managing the info table and creating flyers and materials to engage prospective students.

### 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