Reahanna Cooper

Support Specialist

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CORE COMPETENCIES

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

- Deliver trauma-informed peer support within supportive housing, integrating emotional regulation support, resource navigation, and crisis-aware interventions supported by accurate, data-informed documentation.

Apex Remote Patient Monitoring   July 2021 - Present

Systems & Support Engineer

- Supported a remote patient monitoring company focused on chronic care management. Maintained internal systems and SQL-/Excel-based databases, cleaned and organized patient health data, and worked closely with clinicians to improve accuracy, documentation, and continuity of care. Built tech workflows, standardized data processes, improved UI, and provided cross-functional support across admin, data, and clinical tasks.

New Jersey City University   May 2016 - Sept 2018

Technical Aide

- Provided front-line tech support for ~200 students and faculty, resolving login, printing, and software issues across labs and classrooms. Maintained Excel-based data reports on lab usage and student worker hours to improve scheduling. Supported department-wide upgrades, and created guides and triage templates that reduced repeat requests and resolution times.

Research Intern

- Contributed to a grant-funded behavioral health app project by compiling interview and survey data into Excel trackers, creating use cases and wireframes, and developing research diagrams. Collaborated with faculty and clinical advisors to translate behavioral health concepts into features that improved early usability test scores, and helped prepare materials for academic 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.

Sunlit Door Designs   2025

- Curated a virtual art & mental health space via an Etsy shop & Instagram, creating accessible wellness-focused visuals.

EDUCATION & TRAINING

Certified Recovery Support Practitioner (CRSP) (In Progress)   2025
    Consumer Connections | Mental Health Association of NJ

New Jersey City University | B.S. in Computer Science | GPA: 3.9   Sep 2017 - May 2019

Middlesex College | A.S. in Computer Science | GPA: 3.8   Sep 2013 - May 2017