

GABRIELLA AGYARKO

Health informatics Analyst | Junior Health Data Analyst | Clinical Data Coordinator

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PROFESSIONAL SUMMARY

Entry-level health informatics analyst technology student with strong foundations in data analytics, software testing, application development, automation scripting, and healthcare information systems. Proficient in Power BI, Excel, and Tableau, with a proven ability to analyze complex data sets and improve processes through technology. Strong problem-solving skills and a collaborative mindset, eager to contribute to a dynamic co-op role.

HIGHLIGHT OF QUALIFICATION

- Technical Proficiency in Python, SQL, Java and C++ for application development and data scripting. Experienced with data visualization tools, including Power BI and Tableau.
- Proven expertise in customer service, communication, client resolution, and compliance across telecommunications services environments.
- Experienced in call center operations, documentation, point-of-sale operations and IT support coordination, supporting seamless workflows.
- Analyzing user requirements, trouble shooting technical issues and providing effective solutions in both academic and professional settings.
- Familiar with healthcare information systems, clinical workflows and data privacy regulations.
- Completed academic projects involving database management, software testing and health portal application design.

KEY ACHIEVEMENTS

Customer Satisfaction: Resolved daily technical inquiries at Tech Mahindra, ensuring timely solutions and high client satisfaction.

Leadership & Teamwork: Collaborated in a 3 - person Agile team to develop a health portal SRS, managing patient appointments and medical records.

Problem - Solving: Troubleshoot technical issues and translated complex concepts for non-technical users in both customer support and academic settings.

EDUCATION

Advanced Diploma – Health Informatics Technology (**Co-op**) Sept 2022 - Present Centennial College Toronto, ON. GPA: 3.285 (B+)

Courses:

MAJOR ACADEMIC PROJECTS

- Group Projects- Acted as team lead for a 4-person group, ensuring milestones and results were met on time.
- Coordinated tasks, initiated and encouraged collaboration and continued clear communication among members.
- Designed and delivered a PowerPoint presentation outlining research results on healthcare data challenges.

●Data Analytics Assignment – Excel/Power BI (Centennial College, 2025)

- Examined sample health data to identify key performance trends.
- Created charts and dashboards in Excel and Power BI, giving results with clear visual insights.

Programming Project – Java Application Development (Centennial College, 2025)

- Developed a simple Java-based application to manage patient appointment scheduling.
- Applied object-oriented programming principles to design classes and methods.
- Tested and debugged the application, ensuring accuracy and serviceability.

PROFESSIONAL DEVELOPMENT

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| ● Nursing Informatics Coursera (Online) | September, 2022 |
| ● Web Development Foundations | January, 2025 |

Key Skills

- Chat-Based Customer Support
- Strong Written Communication & Grammar
- Content Review & Prompt Evaluation
- CRM Tools: Zendesk, Intercom

- Typing Speed: 80+ WPM and Online Research & fact-Checking

Education

Diploma in Health Informatics (In Progress)

Centennial College Institute – Toronto, ON

Expected Completion: January 2028

High School Diploma

Campbell Collegiate Institute – Toronto, ON

St. Mary's Preparatory School

Additional Information

- Fluent in English (Native)
- Eligible to work in Canada
- Comfortable with remote, asynchronous work

Customer Service Representative

SinglePoint Group International – Toronto, ON

May 2021 – August 2022