

GINA PHAM

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CORE COMPETENCIES

Operations Management • Data Analysis & Reporting • Process Improvement • Cross-Functional Collaboration • Workflow Documentation • Google Suite • Microsoft Office • Notion

EXPERIENCE

Cornerstone Research | San Francisco, CA

Administrative Services Assistant

08/2023—Present

- Spearheaded a comprehensive archival project, successfully categorizing hundreds of legacy case files and implementing a scalable tracking system for managing retention, destruction, and archiving, resulting in significant improvements to compliance and operational efficiency.
- Standardized invoice processing workflows across global teams (SF & UK), reducing delays, improving accuracy, and ensuring compliance with governance standards.
- Created and maintained SOPs that standardized workflows, reduced errors, and served as a shared reference for operational teams.
- Trained cross-location staff on documentation and data entry practices, enhancing accuracy and compliance.

Verkada | San Mateo, CA

Recruiting Associate

08/2022—01/2023

- Headhunted 125+ passive candidates weekly, delivering tailored outreach and maintaining clean data in Lever.
- Analyzed hiring data trends to identify recruitment gaps and process improvements, contributing to four offers.
- Tested and refined outreach strategies to improve engagement and candidate experience.
- Maintained accurate hiring funnel reporting to support leadership visibility and hiring decisions.
- Collaborated with leadership to align candidate pipeline with organizational growth priorities.

AllStripes Research | San Francisco, CA

Operations Associate

03/2021—05/2022

- Managed end-to-end operations for observational and decentralized research studies, ensuring compliance with IRB and HIPAA while supporting real-world evidence (RWE) generation.
- Developed scalable workflows that reduced data processing time by 40%, enabling faster, higher-quality study execution.
- Collected and analyzed insights from 1K + users to inform process improvements and enhance participant engagement.
- Collaborated cross-functionally with life science, product, engineering, and legal teams to align study timelines, address operational risks, and resolve edge cases.
- Conducted QA testing for platform features, identifying system issues, preparing reports, and implementing corrective actions to improve product performance.
- Documented recurring issues and contributed to internal knowledge base to reduce repeated tickets and improve response speed.

Kaiser Permanente | Campbell, CA

Health Education Assistant

10/2019—09/2020

- Managed referrals and educational outreach, supporting member services with responsive, cross-functional coordination.
- Coordinated wellness programs and departmental events, enhancing internal culture and resource access.
- Monitored program metrics and implemented process improvements that increased patient directive submissions and improved service delivery.

EDUCATION

Bachelor of Science, Public Health, San Jose State University

May 2019