

# IHUNNA AMUGO, M.H.A., M.S., REHS

Williamstown, NJ | 609.975.4799 | [amugojj@gmail.com](mailto:amugojj@gmail.com) | [www.linkedin.com/in/ihunnaamugo/](http://www.linkedin.com/in/ihunnaamugo/)

## HEALTHCARE DATA ANALYST | PUBLIC HEALTH ANALYST | POLICY RESEARCHER

PUBLIC HEALTH INFORMATICS | EPIDEMIOLOGY | PROGRAM EVALUATION | CRISIS INTERVENTION | HEALTH EQUITY

**Analytical and mission-driven healthcare professional** with **6+ years** of experience in public health research, healthcare analytics, and policy evaluation. Skilled in using informatics tools (R, Python, SQL, SAS) to extract insights, model trends, and support population health initiatives, regulatory reporting, and evidence-based strategies. Exhibit success in leveraging EHR systems (Epic, AxiUm), conducting surveillance investigations, and collaborating with stakeholders across clinical, academic, and public health settings. Leverage a dual graduate-level foundation in Health Informatics and Health Administration to drive data-informed decisions that improve care delivery and policy outcomes.

### IMMEDIATE VALUE OFFERED

**Healthcare Data & Policy Analysis:** Conduct quantitative and qualitative research on healthcare systems, population health, and patient engagement. Translate raw data into actionable insights, dashboards, and policy briefs using R, Python, SQL, SAS.

**Public Health Informatics & Surveillance:** Apply public health informatics to monitor epidemiological trends, improve reporting accuracy, and support disease tracking through systems integration and real-time data analysis.

**Stakeholder Engagement & Cross-Sector Collaboration:** Collaborate with interdisciplinary teams across government, academic, and healthcare organizations to drive research initiatives, address care gaps, and implement policy changes.

**Regulatory Compliance & Reporting:** Ensure adherence to healthcare regulations through accurate data documentation, EHR utilization (Epic, AxiUm), and support for CMS, CDC, and local reporting requirements.

**Health Equity & Program Evaluation:** Advance health equity by evaluating social determinants of health (SDOH), analyzing utilization trends, and informing intervention strategies to reduce disparities and improve outcomes.

**Behavioral Health & Crisis Response:** Provide trauma-informed crisis intervention and behavioral support, leveraging digital platforms and HIPAA-compliant tools to guide vulnerable populations to appropriate care and resources.

### CORE COMPETENCIES

Healthcare Data Analysis & Policy Research	Crisis Intervention & Mental Health	Health Informatics & EHR Systems
Predictive Modeling & Data Cleaning	Cross-Functional Collaboration	Public Health Surveillance
Population Health & Epidemiology	Program Evaluation & Reporting	Machine Learning Applications in Healthcare
Policy Briefs & Health Equity	ICD-10/CPT & Regulatory Compliance	Statistical Software: SQL, SAS, STATA
Claims & Cost Analysis	Tableau, PowerBI, R, Python	SDOH & Utilization Management

### PROFESSIONAL EXPERIENCE

#### CRISIS COUNSELOR | CONTACT HELPLINE INC./988 SUICIDE HOTLINE — NASHVILLE, TN 2023–2025

- **Delivered high-impact**, trauma-informed crisis counseling via phone, chat, and text while conducting risk assessments, de-escalating emotional distress, and promoting immediate safety and stabilization for vulnerable individuals.
- **Utilized HIPAA-compliant** documentation tools and clinical platforms to ensure accurate records while maintaining patient confidentiality, adherence to legal standards, and seamless coordination with behavioral health teams.
- **Provided compassionate and de-escalatory behavioral health support** to individuals in crisis while providing critical intervention, emotional stabilization, and resource connection for patients facing social and medical emergencies.
- **Conducted real-time and asynchronous crisis response** using digital tools to deliver guidance, emotional reassurance, and connection to support networks including housing, food, and mental health services.
- **Trained and mentored new counselors** in crisis intervention protocols, equipping them with confidence and skill in handling high-pressure situations, clinical triage, and documentation best practices.

#### DENTAL TECHNICIAN/HEALTH SUPPORT ASSISTANT | CAMCARE HEALTH ORGANIZATION — CAMDEN, NJ 2021–2022

- **Collaborated with dental and administrative teams** to support patient care delivery, improve appointment flow, and ensure accurate clinical documentation within Epic and AxiUm EHR systems across a high-volume practice.
- **Supported accurate billing processes** by addressing patient inquiries, verifying insurance details, and submitting complete documentation, helping reduce claim denials and improve the efficiency of revenue cycle operations.
- **Managed comprehensive patient records and treatment plans** with a focus on clinical precision and data integrity, enhancing continuity of care, regulatory compliance, and documentation for Medicaid/Medicare audits.
- **Delivered patient-centered communication** and culturally responsive education to promote dental hygiene, ease procedural anxiety, and support equitable access to preventive oral care in underserved communities.
- **Maintained adherence to infection control and safety standards** during procedures, including proper sterilization and PPE protocols, while ensuring full compliance with public health and dental practice regulations.

PROFESSIONAL EXPERIENCE *CONTINUED...***COMMUNICABLE DISEASE INVESTIGATOR | GLOUCESTER COUNTY HEALTH DEPARTMENT — WILLIAMSTOWN, NJ 2020-2022**

- **Led communicable disease investigations**, including COVID-19, STIs, and foodborne illnesses, delivering prompt and accurate documentation, contact tracing, and patient education to mitigate health risks and drive community awareness.
- **Utilized public health surveillance systems and EHR platforms** to track disease trends, analyze case data, and support real-time decision-making across clinical and governmental response teams.
- **Collaborated with dental labs, healthcare providers, and local agencies** to implement evidence-based interventions and reduce preventable disease exposure through coordinated response and outreach efforts.
- **Applied principles of epidemiology and informatics** to maintain data accuracy, improve reporting efficiency, and support public health compliance in line with state and CDC regulations.

**HEALTH INSPECTOR (EXTERNSHIP) | RUTGERS ENVIRONMENTAL HEALTH PROGRAM — NEW BRUNSWICK, NJ 2020**

- **Conducted sanitary inspections of food establishments, childcare centers, and commercial facilities** to ensure compliance with NJ state public health regulations and reduce environmental risk exposure.
- **Documented violations** and collaborated with business owners to implement corrective actions while promoting long-term health and safety practices aligned with local and state health codes.
- **Partnered with environmental health professionals** involving public education and risk mitigation strategies in underserved communities; participated in environmental sampling, regulatory enforcement, and community outreach.

**BIOLOGY TEACHER'S ASSISTANT | SAINT JOSEPH'S UNIVERSITY — PHILADELPHIA, PA 2016-2020**

- **Diagnosed and resolved complex equipment malfunctions** while ensuring optimal functionality and performance of critical laboratory tools and instruments to support seamless operations and maintain high-quality research outcomes.

## EDUCATION QUALIFICATIONS

**DOCTOR OF DENTAL SURGERY (D.D.S.) | MEHARRY MEDICAL COLLEGE — NASHVILLE, TN EXPECTED 2026****MASTER OF HEALTH ADMINISTRATION (M.H.A.) | SAINT JOSEPH'S UNIVERSITY — PHILADELPHIA, PA 2022****MASTER OF SCIENCE (M.S.) HEALTH INFORMATICS | SAINT JOSEPH'S UNIVERSITY — PHILADELPHIA, PA 2022****SAINT JOSEPH'S UNIVERSITY — PHILADELPHIA, PA 2020****BACHELOR OF SCIENCE (B.S.) BIOLOGY | MINOR: MEDICAL BIOETHICS****BACHELOR OF SCIENCE (B.S.) INTERDISCIPLINARY HEALTH SERVICES | MINOR: MEDICAL BIOETHICS****RUTGERS, THE STATE UNIVERSITY OF NEW JERSEY — NEW BRUNSWICK, NJ 2020****OFFICE OF CONTINUING PROFESSIONAL EDUCATION, ENVIRONMENTAL AND PUBLIC HEALTH**

## CERTIFICATIONS &amp; LICENSURE

**REGISTERED ENVIRONMENTAL HEALTH SPECIALIST (R.E.H.S.) NJ DEPT. OF HEALTH (LICENSE #B-168583) 2020-PRESENT****FUNDAMENTALS OF CRISIS COUNSELING || ESSENTIAL SKILLS IN CRISIS COUNSELING || AI & MACHINE LEARNING PROGRAM**

## RESEARCH &amp; PUBLICATIONS

HARVARD SCHOOL OF DENTAL MEDICINE CLINICAL RESEARCH — CONTRIBUTING INVESTIGATOR ON \$4.4M NIH-FUNDED GRANT TO ADVANCE EQUITY IN ORAL HEALTHCARE (2024-PRESENT)

A SIMULATION MODEL FOR ANALYZING INSTITUTIONAL ETHICS TRENDS IN DENTAL EDUCATION — MACHINE LEARNING MODEL TO DETECT ACADEMIC DISHONESTY IN DENTAL PROGRAMS (2024-PRESENT)

CHATGPT TO HELP DENTAL STUDENTS RETAIN KNOWLEDGE — AWARDED COE STUDENT RESEARCH GRANT (2023-2024)

ENVIRONMENTAL MICROBIOLOGY LAB PROJECTS — PRESENTED FINDINGS AT VARIOUS SYMPOSIUMS AND CONFERENCES

PREPRINT AND PEER-REVIEWED PUBLICATION ON DENTAL EDUCATION ENHANCEMENT USING AI

## SHADOWING EXPERIENCE

**1000+ HOURS** SHADOWING NPs AND DENTISTS ACROSS NJ AND TN HEALTHCARE SYSTEMS

OBSERVED INTERDISCIPLINARY CARE DELIVERY, PATIENT ENGAGEMENT, AND EHR DOCUMENTATION PRACTICES

## PROFESSIONAL AFFILIATIONS

NEW JERSEY ENVIRONMENTAL HEALTH ASSOCIATION (NJEHA) || AMERICAN STUDENT DENTAL ASSOCIATION (ASDA)

SIGMA XI RESEARCH HONOR SOCIETY || AFRICAN AND CARIBBEAN STUDENT UNION (UNDERGRADUATE &amp; DENTAL SCHOOL CHAPTERS)

## VOLUNTEER &amp; LEADERSHIP EXPERIENCE

**MENTOR, OUTREACH & HEALTH ADVOCACY VOLUNTEER** — SPECIAL OLYMPICS, IMMIGRANT LEARNING CENTERS**COMMITTEE MEMBER** — "WHOSE CENTRAL LINE IS IT ANYWAY?" ANNUAL CHARITY EVENT**STUDENT LEADER** — DENTAL SCHOOL CLUBS & COMMUNITY INITIATIVES

## TECHNOLOGY PROFICIENCY

EHR SYSTEMS | HTML/CSS | EPIC | AXIUM | FUSION | COMM-CARE | SAS | STATA | POWERBI | TABLEAU | ARCGIS | REDCAP

MICROSOFT OFFICE SUITE: POWERPOINT, EXCEL, WORD | PYTHON | JAVA | SQL | R