

## + Summary

Self-motivated Operations Supervisor with over 9 years of experience in healthcare. Looking to integrate 2 years of database creation and management, along with data analysis and synthesis by applying a deep understanding of healthcare consumer related trends to generated data. Looking to expand career by utilizing operations and data science knowledge, whilst providing management experience with a healthcare oriented perspective.

## + Employment

### Minuteman Health Insurance

Boston, MA

Operations Supervisor

Oct 2014 to Current

Supervised and managed a team of Grievance & Appeals Specialists. Served as an internal lead and resource to various internal departments including Sales, Claims, Marketing, Quality, Data Analytics, and Finance. Created, edited, and maintained multiple department databases used for reporting, management, and analysis. Served as department training resource for team members and new employees.

- Promoted three times during the three years of working at the company.
- Self-taught use of database programs including SQL, Excel and Python.
- Utilized skills to assist in building company policies, database tables, and processes for the Member Services and Complaints & Appeals departments from the ground up.
- Managed day to day operations, overseeing up to 5 employees
- Extended an additional 10 months after company closed, and was 1 of 4 final employees for the company.

### North Adams Regional Hospital

North Adams, MA

Psych Therapist

Jun 2009 to Jan 2014

Worked in a team setting to maintain a safe environment, evaluate and interact with patients, and assist in the intake process of new patients. Organized and facilitated physician directed group sessions. When needed, would assist in and lead restraints as well as one to one observation of patients throughout the hospital.

- Received consecutive positive yearly assessments by manager, peers, and psychiatrist.
- Specifically named in the hospital newsletter for receiving a positive review from a patient survey

## + Activities

### Piano

Nov 2017 to Current

Self-teaching using online resources.

## + Volunteering

### One Brick · Volunteer

Feb 2018 to Current

Boston, MA

A volunteer organization providing several opportunities to volunteer around the Boston community.

### Mill City Productions ·

May 2004 to Aug

Founding Member, Technical Director, Artistic Board Member

2010

North Adams, MA

A local theater troupe where I served numerous roles throughout my time with the organization.

## + Education

### University of Massachusetts

Amherst

BA Psychology 2009

### Springboard's Data Science Career Track

Certificate Data Science 2018

A 6 month intensive data science program with the goal of preparing it's students to start a career in data science.

## + Projects

### Analysis of the Effects of Home Health Care Quality on Hospital Readmissions

## + Skills

#### TECHNICAL SKILLS

Python

SQL

Excel

Office 365

Cloud Storage (Box)

Dataset Creation and Management

#### ADDITIONAL SKILLS/EXPERIENCE

Non-Profit Experience

Start-Up Experience

Extensive Customer Service Experience

Management Experience