# LAURA FITZGERALD

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### **SKILLS**

Frontend: HTML5, CSS, JQuery, Javascript, Bootstrap

Backend: MySQL, MongoDB, Express, ReactJS, Node, Handlebars, Webpack

Other: Microsoft Office Suite, Google Suite, Salesforce, Looker, Jira, Tableau, Braze, Notion, Figma, Zapier

## **PROJECTS**

### **Project Name** | Repo Link | Deployed Link

Role in Project

- 1-liner What does the app do?
- 1-2 sentences on what the project accomplishes and your responsibilities
- Tools/Languages:

#### **EXPERIENCE**

K HEALTH
New York, NY
Chief of Staff
February 2021 – August 2022

- Served as CoS to COO owning management of OKRs and supporting growth and profitability of telemedicine platform
- Ensured progress on company goals by identifying challenges, proposing solutions, accelerating decision-making
- Partnered with leadership on strategic and tactical plans; provide insights and data analysis

#### **Key achievements:**

- Initiated and iterated upon variable compensation model for 400 clinicians; achieved 40% increase in clinician productivity and 20% decrease in cost per visit
- Developed and implemented processes and content for new clinician onboarding
- Partnered with Chief Medical Officer to systemize medical quality assurance models across all verticals
- Served as product manager for pharmacy fulfilment tool in Salesforce, leading team of engineers from inception to delivery

Senior Manager of Operations Operations Manager July 2020 – February 2021 September 2019 – July 2020

#### SOULCYCLE

Manager of Retail Operations & Finance Senior Allocation Analyst Allocation Analyst New York, NY November 2017 – June 2019 December 2016 – November 2017 October 2014 – December 2016

### **EDUCATION**

Full Stack Coding Bootcamp, Columbia University

December 2022

A 12-week intensive bootcamp focused on front end and back end technologies for full stack web development.

University of Virginia BA, Economics and Spanish

Charlottesville, VA August 2010 - May 2014