



PETER LA

EXECUTIVE ASSISTANT

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<https://healthtechnology.today>

ABOUT ME

As a **certified business analyst**, I have the expertise to transform raw data into actionable insights that drive business growth. I am proficient in using business intelligence tools to analyze data effectively. My approach to delivering data-driven results is systematic and consistent. In addition, I excel in dissecting databases and identifying opportunities for process optimization. By leveraging my analytical skills, I empower managers to define strategic goals that enhance productivity.

In the healthcare sector, where vast amounts of data are generated, the role of an information analyst is vital. Effectively managing critical patient data is essential for success. My experiences have prepared me to excel in this dynamic environment, demonstrating my adaptability and commitment to delivering results that enhance patient care.

PROFESSIONAL EXPERIENCE

ON LOK SENIOR HEALTH SERVICES

2017 – PRESENT

EXECUTIVE ASSISTANT

- Manage workflow of critical projects for the Chief of Government Affairs and Compliance.
- Enter, update, and maintain databases in organizational systems, ensuring accuracy and completeness.
- Generate routine reports and summaries for program leaders and teams to review.
- Perform data analysis to support program activities and decision-making.
- Develop tools and dashboards for tracking, reporting, and monitoring project program metrics, deadlines, and deliverables.

REGULATORY AFFAIRS AND COMPLIANCE SPECIALIST

- Participated in developing, reviewing, and revising internal policies and procedures.
- Assisted in various projects, including regulatory changes, audit preparation, and implementation activities.
- Identified quality issues in CMS/DHCS reporting and provided appropriate guidance to staff before submission.
- Developed guidelines and protocols for the regulatory affairs and compliance team.

EDUCATION

M.S., DATA SCIENCE

Regis University
Denver, CO
2023 – 2025

M.S., BUSINESS INTELLIGENCE

Full Sail University
Winter Park, FL
2021 – 2022

B.S., BUSINESS ADMINISTRATION MARKETING

San Francisco State University
San Francisco, CA
2017 – 2019

BUSINESS ADMINISTRATION

City College of San Francisco
San Francisco, CA
2012 – 2014

EXPERTISE

Business Analytics
Data Management
Data Visualization
KPI/Metrics Dashboards
Health Policy Research
Machine Learning
Statistical Modeling

PROFESSIONAL SKILLS

Data Reporting
Information Analysis
Project Planning/Coordination
Executive/Administrative Services
Community Outreach
Social Media Branding

PROFESSIONAL EXPERIENCE

BAY AREA MEDICAL ACADEMY

2014 – 2017

DEPARTMENT COORDINATOR

- Provided project coordination for various government affairs and compliance department workgroups.
- Assisted in company audit and inspected all areas of possible noncompliance.
- Responsible for internal and external communications and other administrative duties of the department.

PROGRAM COORDINATOR

- Oversaw the Phlebotomy Program of more than 500 active students year-round.
- Improved workflow and maintained program efficiency by eliminating unnecessary touchpoints.
- Formed new partnerships in the healthcare community to add more externship sites in Northern California.

J.P. MORGAN CHASE

2011 – 2012

ASSISTANT BRANCH MANAGER

- Coached customer service team members to improve problem-solving skills and build strong team communication.
- Trained personal bankers to uncover customer needs and develop customer relations.
- Responsible for daily store operations when required.

WELLS FARGO BANK

2002 – 2011

PREMIER BANKER

- Utilized profiling tools to identify opportunities for customers to enhance their financial positions.
- Delivered options and solutions to benefit the customers' banking needs.
- Maximized client satisfaction by providing exceptional customer service.

TECHNICAL SKILLS

MICROSOFT EXCEL

SALESFORCE ENTERPRISE

SQL

PYTHON/R

MICROSOFT POWER BI

TABLEAU

AWARDS & CERTIFICATIONS

CERTIFIED BUSINESS ANALYST

U.C. Santa Cruz, Silicon Valley
2023

DATA SCIENCE AND ANALYTICS

University of California, Berkeley
2022

VALEDICTORIAN

Full Sail University
2022

REFERENCES

EILEEN KUNZ

Chief of Government
Affairs & Compliance
On Lok Senior Health

☎ (415) 292-8888

✉ ekunz@onlok.org

KATHERINE KELLY

Director of Government
and Community Affairs
On Lok Senior Health

☎ (415) 292-8888

✉ kkelly@onlok.org

EXTRACURRICULAR ACTIVITIES

VOLUNTEERING

I have been a volunteer at the San Francisco Food Bank and the Asian and Pacific Islander (API) Wellness Center. These connections have transformed my life.

PHOTOGRAPHY

I am passionate about both traditional and digital cameras while exploring the latest technologies in printing methods.