

# PETER LA

## Executive Assistant

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📍 San Francisco, CA



## SUMMARY

With a strong passion for data management and an in-depth understanding of business analytics, I am excited to leverage my skills in information analysis and business intelligence tools to achieve data-driven outcomes and support impactful projects. As a certified business analyst, I specialize in analyzing complex data patterns to develop strategies that empower managers. By integrating data insights into organizational processes, I strive to drive improvements and foster a culture of data-driven excellence within the team.

## EXPERIENCE

### Executive Assistant

#### On Lok Senior Health Services

📅 2017 - Present 📍 San Francisco, CA

- 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

#### On Lok Senior Health Services

- Completed an enterprise project to review and revise 350 internal policies and procedures.
- Coordinated 3-5 projects to implement regulatory changes, provide audit preparation, and monitor corrected actions quarterly.
- Reviewed and identified quality issues in CMS/DHCS reporting for the Quality Assurance team before submission.
- Developed guidelines and protocols for the regulatory affairs and compliance team.

### Department Coordinator

#### On Lok Senior Health Services

- Coordinated projects for 3 government affairs workgroups, enhancing compliance procedures by standardizing protocols.
- Passed CMS annual review by auditing compliance across 5 business units, identifying key noncompliance issues.
- Responsible for internal and external communications and other administrative duties of the department.

## EDUCATION

### M.S., Data Science

#### Regis University

📅 2023 - 2025 📍 Denver, CO

### M.S., Business Intelligence

#### Full Sail University

📅 2021 - 2022 📍 Winter Park, FL

### B.S., Business Administration (Marketing)

#### San Francisco State University

📅 2017 - 2019 📍 San Francisco, CA

### Business Administration

#### City College of San Francisco

📅 2012 - 2014 📍 San Francisco, CA

## AWARDS



**Valedictorian**

Full Sail University

## CERTIFICATIONS

### Certified Business Analyst

University of California, Santa Cruz (Sep 2023)

### Data Science and Analytics

University of California, Berkeley (Aug 2022)

## TECHNICAL SKILLS

Google Looker

Microsoft Power BI

Python

RapidMiner

Salesforce

Smartsheets

SQL

Tableau

# EXPERIENCE

## Program Coordinator

### Bay Area Medical Academy

 2014 - 2017    San Francisco, CA

- 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.

## Assistant Branch Manager


### JP Morgan Chase

 2011 - 2012    San Francisco, CA

- Improved customer satisfaction scores to 95% through coaching 25 team members in problem-solving and communication skills.
- Increased customer engagement by 30% by training 10 personal bankers in need analysis and relationship building.
- Responsible for daily store operations when required.

## Premier Banker

### Wells Fargo

 2002 - 2011    Berkeley, CA

- Improved customer financial outcomes by 15% utilizing profiling tools to identify enhancement opportunities.
- Delivered options and solutions to benefit the customers' banking needs.
- Maximized client satisfaction by providing exceptional customer service.

# PROFESSIONAL SKILLS

Data Reporting

Data Visualization

Information Analysis

Executive Services

Project Management

Machine Learning

Quality Control

Regulatory Compliance

Statistical Modeling

# INTERESTS



## Lighting Design

I enjoy transforming spaces using colors and intensity to create mood through lights.



## Music Production

I experiment with sounds, blending melodies and rhythms to make new music.