

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 in reviewing and revising 350 internal policies and procedures.
- Coordinated 3-5 projects in regulatory changes, audit preparation, and implementation activities 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.