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

CERTIFICATIONS

Certified Business Analyst
University of California, Santa Cruz (2023)

Data Science and Analytics
University of California, Berkeley (2022)

TECHNICAL SKILLS

Google Looker Studio

Microsoft Power BI   Python

RapidMiner   Salesforce   Smartsheets

SQL   Tableau

AWARDS

💎 **Valedictorian**
Full Sail University

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**

Social Media Branding

Statistical Modeling

INTERESTS

Photography

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