

# PETER LA

## Executive Assistant

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## 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

### 2017 - Present

San Francisco, CA

#### Executive Assistant

##### On Lok Senior Health Services

- 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.

### 2014 - 2017

San Francisco, CA

#### Program Coordinator

##### Bay Area Medical Academy

- 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.

### 2011 - 2012

San Francisco, CA

#### Assistant Branch Manager

##### JP Morgan Chase

- 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.

# EXPERIENCE

2002 - 2011

Berkeley, CA

• Premier Banker

Wells Fargo

- 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.

# TECHNICAL SKILLS

Google Looker Studio

Microsoft Power BI

Python

RapidMiner

Salesforce

Smartsheets

SQL

Tableau

# PROFESSIONAL SKILLS

Data Reporting

Data Visualization

Information Analysis

Executive Services

Project Management

Machine Learning

Quality Control

Regulatory Compliance

Social Media Branding

Statistical Modeling

# EDUCATION

2023 - 2025

Denver, CO

• M.S., Data Science

Regis University

2021 - 2022

Winter Park, FL

• M.S., Business Intelligence

Full Sail University

2017 - 2019

San Francisco, CA

• B.S., Business Administration (Marketing)

San Francisco State University

2012 - 2014

San Francisco, CA

• Business Administration

City College of San Francisco

# CERTIFICATIONS

Certified Business Analyst

University of California, Santa Cruz (2023)

Data Science and Analytics

University of California, Berkeley (2022)

# AWARDS



Valedictorian

Full Sail University

# INTERESTS



Photography

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