

Mina Amin

Scrum Master

mina.amin786@gmail.com • (757) 676-2218
Brooklyn, NY • [GitHub](#) • [linkedin.com/in/mina-amin/](#)

Aspiring Scrum Master with progressive software engineering and healthcare sector expertise along with business development through team building, rendering technology into business, and innovating business through the culture of health. Commended for strengths in leadership, communication, process improvements, and commitment to values of collaborative care, service excellence, and patient satisfaction. Adaptable to emerging technologies, industry software, and best practices. Capable of contributing to collaborative team environments that deliver with minimal disruption.

Qualifications Summary

- Demonstrating value-added skills in developing and implementing strategic initiatives to ensure operational excellence; adept in cultivating/nurturing relations and driving engagement with supervisory experience and expertise in patient scheduling.
- Possessing a high level of expertise in training and developing patient-focused teams supporting the company's vision, mission, and values; optimizing staff performance and technical expertise through skills development.
- Proficient in healthcare and business management, computer science and biotechnology, data science, data visualization, statistical data analysis, and coordinating healthcare/public health projects with skills in developing/implementing business and customer service strategies.

Technical Skills

Coding Languages: HTML, CSS, JavaScript, Python

Framework & Tools: MongoDB, Express, React, Node.js

Education

Software Engineer

Prescholas, New York, NY, 2022-2023

Bachelor of Science in Biomedical Information

New York City College of Technology (CUNY), Brooklyn, NY, 06/2019

Associate of Science in Health Services Administration

Kingsborough Community College (CUNY), Brooklyn, NY, 05/2011

Career Experience

Brookplaza Ambulatory / Surgical Center, Brooklyn, NY

2019

Assistant Head Ophthalmic Technician

Devised and executed strategic initiatives to ensure operational excellence in compliance with HIPPA and recommended healthcare policies and procedures. Supported Ophthalmologists as well as cultivated and nurtured patient/team relations. Prepared patients for surgical procedures and facilitated administrative duties/functions. Provided mentorship/coaching to drive a high-performance team.

- Designed and effected lesson plans to facilitate staff training and boost quality across patient care.
- Generated an increase in revenue flow by harnessing data-driven insights to aid decision-making processes.

TD Bank, Queens, NY
Client Relations Specialist

04/2014-03/2017

Educated and assisted customers, including colleagues, on product/procedural knowledge on offerings to boost ROI (return on investment). Evaluated client profiles and marketed available products/services to customers. Maintained tactical control information systems, accurately capturing each client transaction. Conducted customer follow-ups to ensure satisfactory resolution of all queries, including complex account/technical queries.

- Exceeded quarterly goals by 300% for three consecutive years.
- Achieved 'Highest Sales Client Specialist' title in the district by delivering exceptional customer service.

J.P. Morgan Chase, Bank, Astoria, NY
Chief Financial Officer

09/2011-01/2014

Spearheaded financial management toward achieving financial goals/targets. Monitored/prepared daily financial reports, conducted audits, and analyzed the business's financial strengths/weaknesses to gain insight toward proposing corrective actions. Guided all financial actions, including tracking of cash flow, bank deposits, and payments. Translated financial data into practical information for all levels of seniority across the organization.

The American Cancer Society, Queens, NY
Project Quality Manager/Event Coordinator

02/2013-07/2016

Established and maintained relationships with vendors and venues to coordinate events that promoted healthcare and wellness management, disease prevention, and provision of clinical services. Planned event details and aspects including venue set-up/break down. Governed budgets, negotiations, and regulated compliance to health, safety, and best practices to coordinate key events. Supervised events and addressed potential problems that arose. Harnessed data-driven insights from systematic collection and analysis of event data to compile/deliver an after-event report.

NYU Hospital for Joint Diseases, New York, NY
Senior Support Specialist – Social Work Department

07/2011-09/2012

Developed and implemented strategic solutions to boost the Social Work Department operations, patient services, and administrative support. Maintained tactical control of records encompassing filing, retrieval, retention, storage, and destruction of data. Captured patient billing and data into a computerized system and screened and scheduled patient appointments, including referrals, special tests, and services. Ensured client confidentiality by assuring the accuracy and safety of all patient records. Compiled and proofread routine correspondence, memos, reports, and other documentation to ensure the accuracy of complex and often sensitive or conflicting data.

Licenses & Certifications

Data Science using Python- Simplilearn

Project Management: The Fundamentals- Udemy

Improving your Business Through a Culture of Health- HarvardX

Statistics using R - HarvardX

Team Building - Salesforce

Technical Proficiencies

Microsoft Office 365 (Word, Excel, PowerPoint),