

# Ashley Mathews

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🌐 ashleymmathews

## EMPLOYMENT EXPERIENCE

### Lead Sonographer

2023 - 2025

*University Health Network - Toronto, ON, Canada*

- Led cross-functional teams of sonographers across 3 major institutions (Princess Margaret, Toronto General, and Toronto Western) to ensure optimal staffing for time-sensitive, high-impact initiatives.
- Boosted appointment capacity by 12% by leveraging data analytics and predictive modeling to uncover key operational insights; translated insights into actionable strategies adopted by senior leadership.
- Drove a 6% increase in patient throughput by applying time-series analysis to workflow patterns, identifying bottlenecks, and implementing scalable process improvements across multiple sites.
- Enhanced team engagement and retention by 50% through development of targeted onboarding and training programs, ensuring organizational continuity and stronger employer brand perception.

### Sonographer

2021 - 2023

*University Health Network - Toronto, ON, Canada*

- Boosted client satisfaction scores by 10% by conducting data-driven analysis of patient feedback and departmental KPIs, aligning workflows across 12+ departments for improved service delivery.
- [TODO] Improved client experience by 10% by synthesizing feedback analytics and KPIs, aligning workflows across 12+ departments to deliver consistent, customer-centric service delivery.
- Eliminated 60-minute wait times and increased daily appointment volume by redesigning and optimizing scheduling processes, driving operational efficiency.
- Reduced documentation errors by 25% through creation of targeted EPIC training programs, leveraging utilization data to address staff needs and enhance compliance.

### Sonography Intern

2020 - 2020

*Humber River Hospital - Toronto, ON, Canada*

- Implemented compliance-driven training on research protocols, ensuring regulatory alignment and increasing equipment utilization by 30%.
- Played a key role in ISO accreditation, ensuring 100% compliance thus strengthening the institution's credibility and market positioning.

### Cell Biology Laboratory Teaching Assistant

2014 - 2015

*University of Waterloo - Waterloo, ON, Canada*

- Designed and managed weekly lab sessions, grading over 250 assessments per term.
- Implemented instructional strategies that improved student performance by 15%.

## VOLUNTEER WORK

### Ultrasound Student Advisor & Program Representative

2018 - 2020

*St Clair College - Windsor, ON, Canada*

- Drove 20% increase in student participation by collaborating with faculty and student services to launch high-impact workshops and programs.

## ACHIEVEMENTS

- Joint Department of Medical Imaging (JDMI) Equipping the Future Scholarship 2024
- Sonography Symposium Presentation Award 2024

## TECHNICAL SKILLS

**Languages and Tools:** SQL, Power BI, CORAL, Meditech, Velox, PACS, EPIC, EPR

**Medical Tech Machines:** Toshiba, Canon, Philips, Samsung, GE, Siemens

## EDUCATION

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### **Rotman School of Management, University of Toronto - Toronto, ON, Canada**

2027

#### *MBA Candidate*

- Entrance Scholarship of \$25,000.
- Rotman Case Competition participant.
- Clubs: Women in Management, Rotman Association of Marketing & Sales, Business Technology Association, Health Management Association.

### **St Clair College - Windsor, ON, Canada**

2021

#### *Diagnostic Medical Sonography Advanced Diploma*

- Graduated with Academic Distinction.

### **University of Waterloo - Waterloo, ON, Canada**

2017

#### *Bachelor of Science, Honors Biomedical Sciences, Psychology Minor*

- Entrance Scholarship of \$5,000.