Interview Reflections

Introduction:

For this informational interview, I spoke with Tinju Eapen, Manager of Technical Services at HCA Houston Healthcare Clear Lake and Mainland. I reached out through HCA's internal email system, as her role aligns closely with my healthcare analytics background and my interest in integrating IT solutions with clinical workflows. Tinju oversees technical operations across two hospitals, giving her a unique perspective on how infrastructure, data systems, and patient care interact. My goal in this conversation was to learn how healthcare IT leaders balance operational reliability with patient care priorities, and how they coordinate across multiple facilities to align technical initiatives with organizational goals.

New Insights:

From this conversation, I learned that in healthcare organizations like HCA, technical teams play a foundational role in enabling patient care—not just through data analytics, but by ensuring the operational reliability of critical systems. I was surprised at how much impact infrastructure improvements, such as better connectivity and updated security systems, can have on clinical workflows, decision-making, and patient safety. I also learned that hospital IT managers serve as communication translators—bridging corporate directives, clinical needs, and technical realities—while keeping in mind regulatory and operational constraints. This reinforced that healthcare analytics requires a strong understanding of context, compliance, and how data and systems directly affect human outcomes.

Appealing Aspects:

I found the interviewee's emphasis on being a "bridge" between technical, clinical, and administrative teams particularly inspiring. This aligns with my own interest in combining analytical skills with strong communication abilities to make data more actionable. The use of Power BI for performance monitoring also resonated with my interest in data visualization and storytelling. Furthermore, the proactive approach to problem-solving—such as advocating for infrastructure upgrades and securing corporate approval reflects a leadership mindset I aspire to develop in my own career.

Less Appealing Aspects:

One aspect that seemed less aligned with my personal goals was the heavy operational and systems maintenance component of the role. While essential, tasks like endpoint

compliance, asset management, and large-scale rollout coordination are less focused on the advanced statistical modeling and predictive analytics work that I am most passionate about. While I value the stability and reliability such work provides, my long-term interests lean more toward developing insights and strategies from data rather than managing the full technical infrastructure.

Perspective Shift:

The interview shifted my perspective on analytics in healthcare by showing that the discipline is deeply intertwined with technical service delivery. I had previously viewed analytics as a standalone function producing reports and models; this conversation highlighted how it's often embedded within broader IT and operations teams to ensure tools, data pipelines, and systems function seamlessly. It also reinforced the importance of understanding system dependencies when designing or implementing data-driven solutions.

Career Fit:

While I can see myself in a role that incorporates aspects of the interviewee's responsibilities, particularly the stakeholder communication and data visualization components, the heavy technical infrastructure management would not be my preferred long-term focus. However, a hybrid analytics role within healthcare IT, where I could bridge operational needs and advanced analytics, would align well with my skills in data modeling, visualization, and translating findings into business impact.

Actionable Steps:

1. Deepen my understanding of healthcare-specific systems like Meditech and asset management platforms.
2. Strengthen my Power BI expertise to create operational dashboards relevant to clinical workflows.
3. Develop skills in translating technical insights for non-technical audiences through presentations and written summaries.
4. Seek mentorship from healthcare IT or analytics leaders to understand career pathways in hospital systems.

Further Exploration:

This conversation sparked my interest in learning more about how hospitals integrate predictive analytics into operational decision-making. I want to explore case studies of healthcare organizations using machine learning for patient flow optimization, staffing, or early warning systems. My plan is to review industry publications, connect with

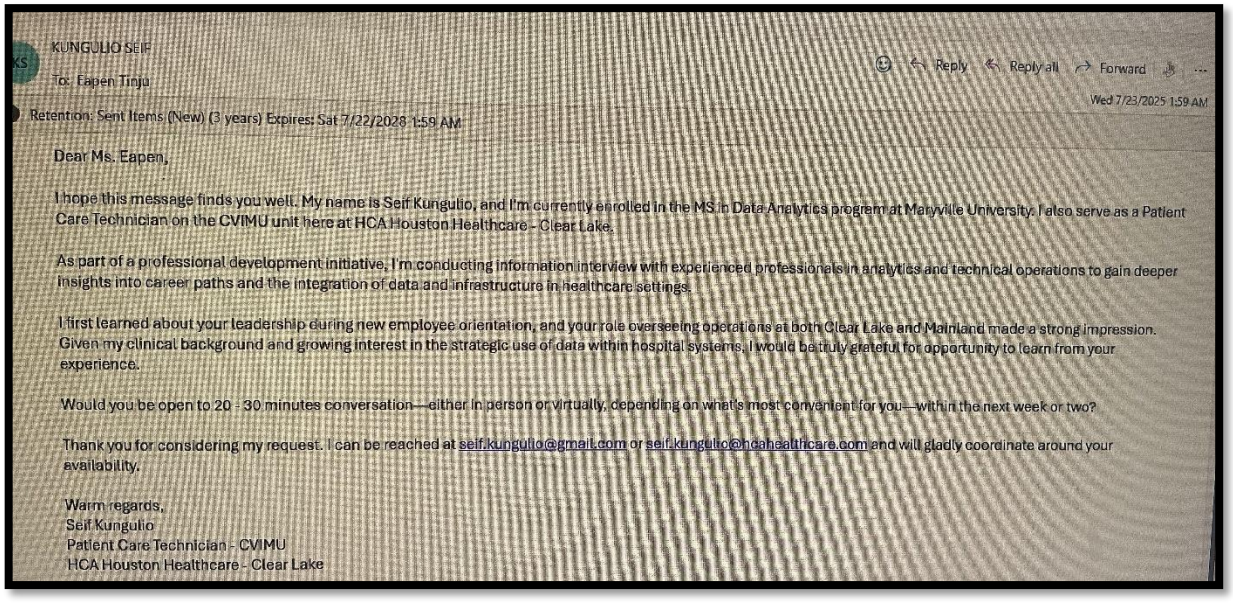
professionals in healthcare analytics, and possibly set up a second informational interview with someone whose work focuses more heavily on the analytics side of healthcare IT.

Professional Communication Reflection:

The outreach and interview process went smoothly. My initial messages were professional and concise, which helped secure the meeting. During the interview, I actively listened and asked follow-up questions that encouraged detailed responses. One improvement for next time would be to prepare more scenario-based questions to draw out specific analytics use cases. I will apply these networking skills to future outreach by continuing to personalize my approach, express genuine curiosity, and follow up promptly with appreciation messages.

Documentation:

- **Initial Outreach:** Three LinkedIn/email messages requesting an interview, with dates.
    1. Professional #1: Tinju Eapen



KUNGULIO SEIF

To: Eapen Tinju

Reply Reply all Forward

Wed 7/23/2025 1:59 AM

Retention: Sent Items (New) (3 years) Expires: Sat 7/22/2028 1:59 AM

Dear Ms. Eapen,

I hope this message finds you well. My name is Seif Kungulio, and I'm currently enrolled in the MS in Data Analytics program at Maryville University. I also serve as a Patient Care Technician on the CVIMU unit here at HCA Houston Healthcare - Clear Lake.

As part of a professional development initiative, I'm conducting information interview with experienced professionals in analytics and technical operations to gain deeper insights into career paths and the integration of data and infrastructure in healthcare settings.

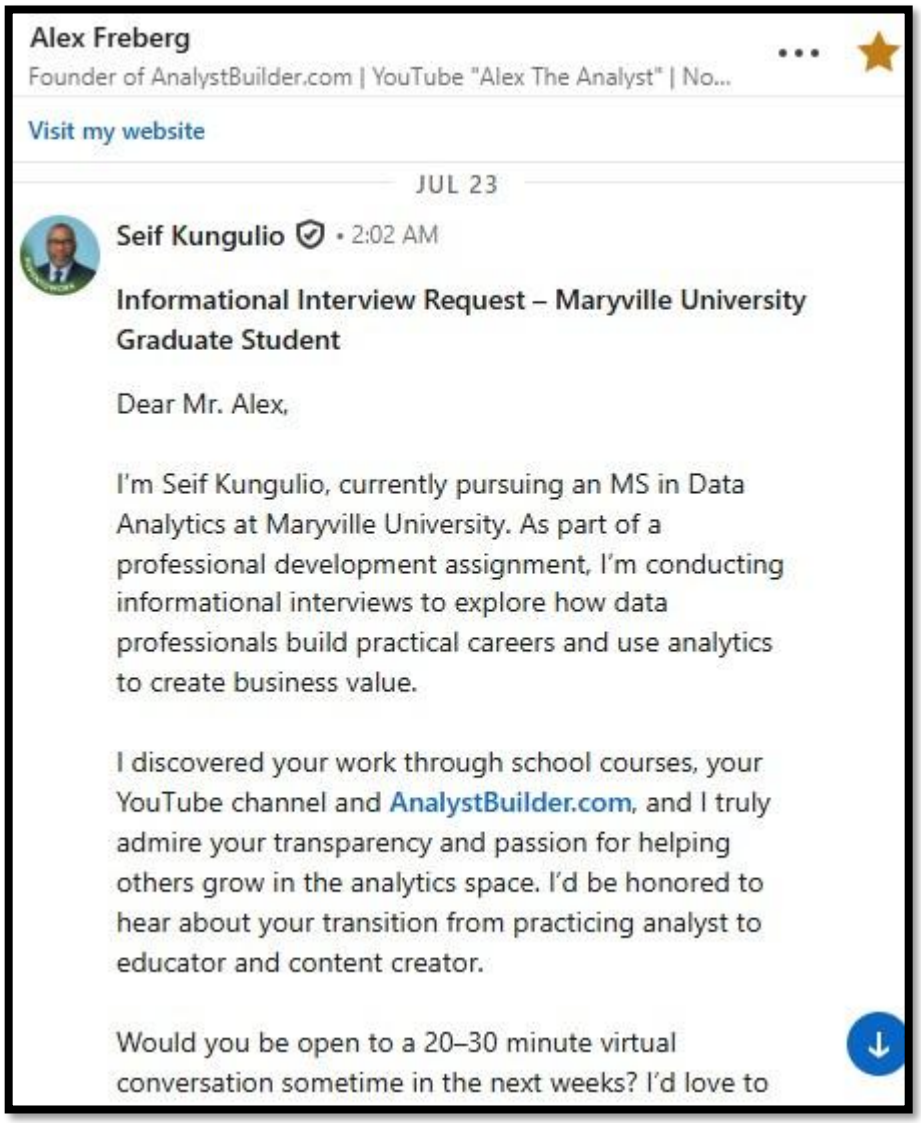
I first learned about your leadership during new employee orientation, and your role overseeing operations at both Clear Lake and Mainland made a strong impression. Given my clinical background and growing interest in the strategic use of data within hospital systems, I would be truly grateful for opportunity to learn from your experience.

Would you be open to 20 - 30 minutes conversation—either in person or virtually, depending on what's most convenient for you—within the next week or two?

Thank you for considering my request. I can be reached at seif.kungulio@gmail.com or seif.kungulio@hcahealthcare.com and will gladly coordinate around your availability.

Warm regards,
Seif Kungulio
Patient Care Technician - CVIMU
HCA Houston Healthcare - Clear Lake

2. Professional #2: Alex Freberg



Alex Freberg
Founder of AnalystBuilder.com | YouTube "Alex The Analyst" | No...

Visit my website

JUL 23

Seif Kungulio • 2:02 AM

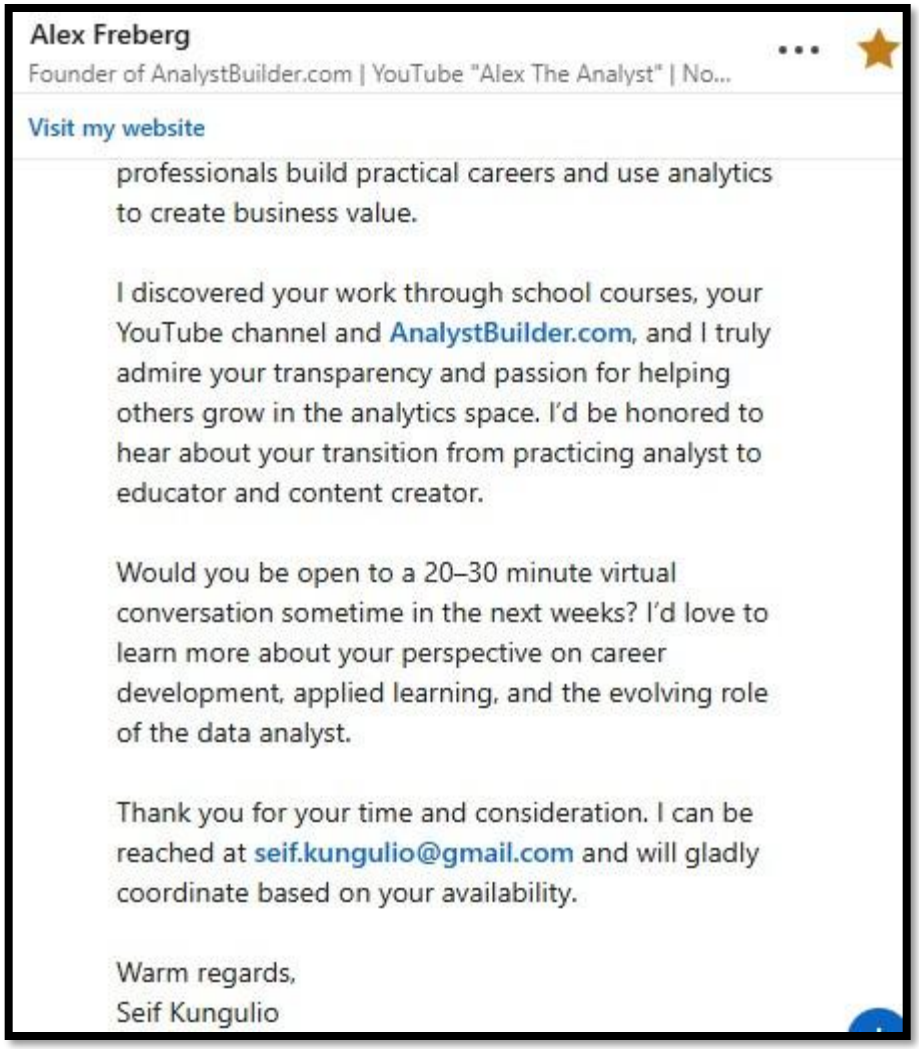
Informational Interview Request – Maryville University Graduate Student

Dear Mr. Alex,

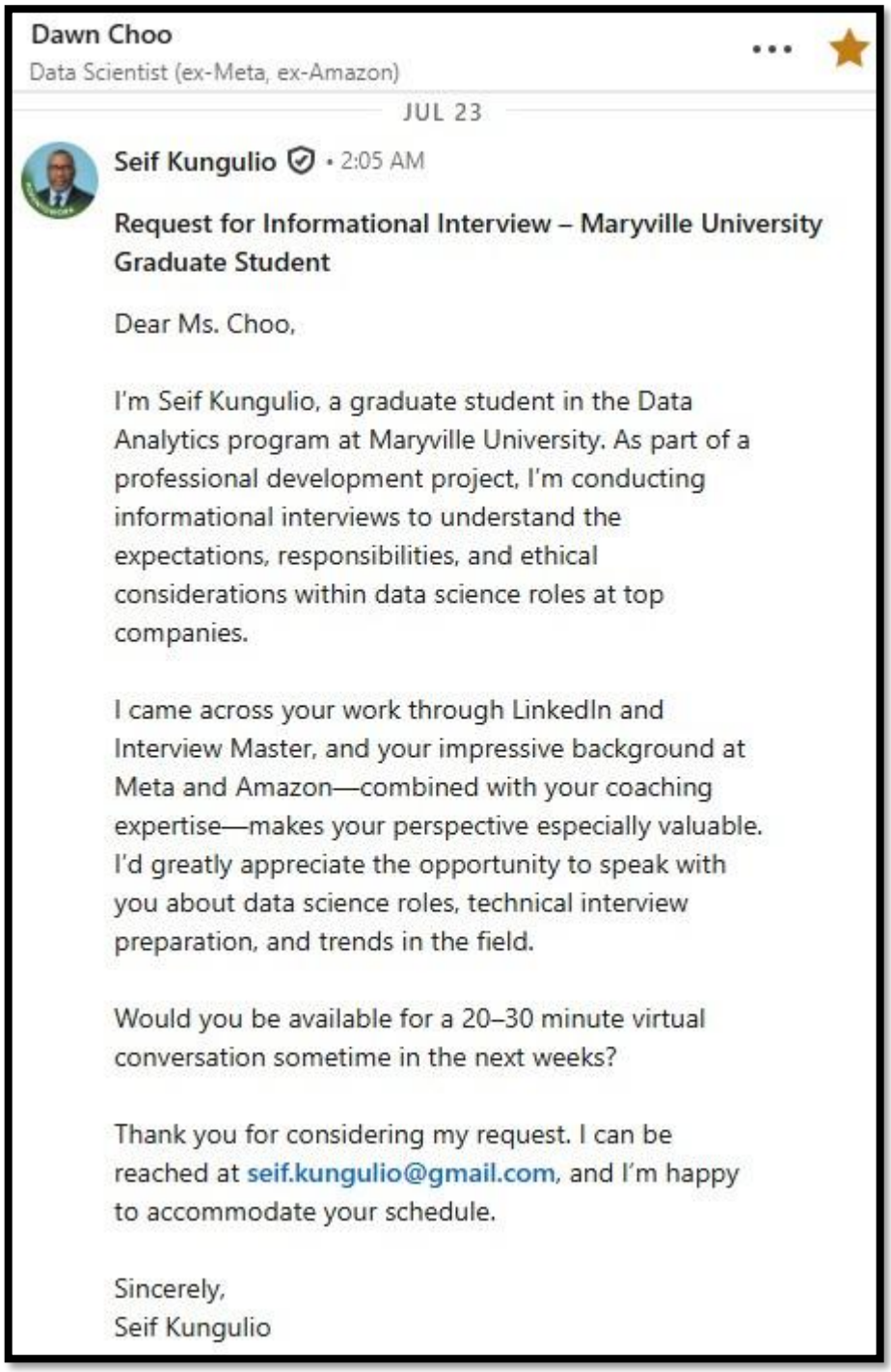
I'm Seif Kungulio, currently pursuing an MS in Data Analytics at Maryville University. As part of a professional development assignment, I'm conducting informational interviews to explore how data professionals build practical careers and use analytics to create business value.

I discovered your work through school courses, your YouTube channel and AnalystBuilder.com, and I truly admire your transparency and passion for helping others grow in the analytics space. I'd be honored to hear about your transition from practicing analyst to educator and content creator.

Would you be open to a 20–30 minute virtual conversation sometime in the next weeks? I'd love to


Alex Freberg
Founder of AnalystBuilder.com | YouTube "Alex The Analyst" | No...
Visit my website
professionals build practical careers and use analytics to create business value.
I discovered your work through school courses, your YouTube channel and AnalystBuilder.com, and I truly admire your transparency and passion for helping others grow in the analytics space. I'd be honored to hear about your transition from practicing analyst to educator and content creator.
Would you be open to a 20–30 minute virtual conversation sometime in the next weeks? I'd love to learn more about your perspective on career development, applied learning, and the evolving role of the data analyst.
Thank you for your time and consideration. I can be reached at seif.kungulio@gmail.com and will gladly coordinate based on your availability.
Warm regards,
Seif Kungulio

3. Professional #3: Dawn Choo



Dawn Choo
Data Scientist (ex-Meta, ex-Amazon)

JUL 23

Seif Kungulio • 2:05 AM

Request for Informational Interview – Maryville University Graduate Student

Dear Ms. Choo,

I'm Seif Kungulio, a graduate student in the Data Analytics program at Maryville University. As part of a professional development project, I'm conducting informational interviews to understand the expectations, responsibilities, and ethical considerations within data science roles at top companies.

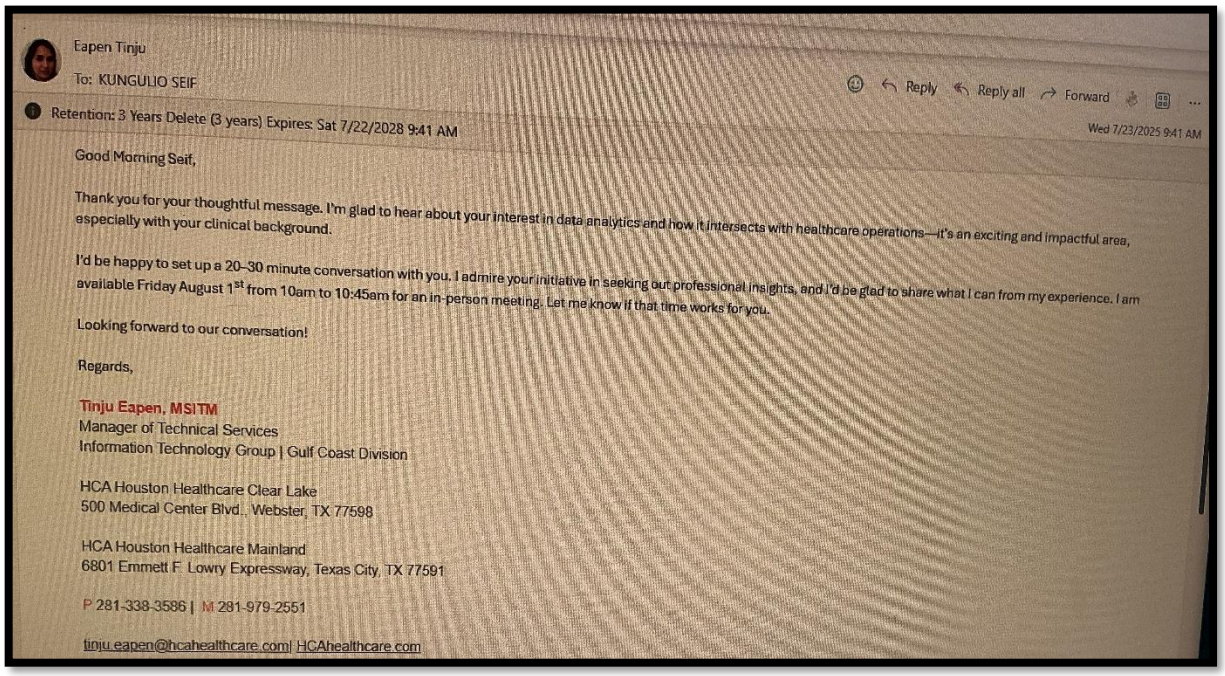
I came across your work through LinkedIn and Interview Master, and your impressive background at Meta and Amazon—combined with your coaching expertise—makes your perspective especially valuable. I'd greatly appreciate the opportunity to speak with you about data science roles, technical interview preparation, and trends in the field.

Would you be available for a 20–30 minute virtual conversation sometime in the next weeks?

Thank you for considering my request. I can be reached at seif.kungulio@gmail.com, and I'm happy to accommodate your schedule.

Sincerely,
Seif Kungulio

- **Response from the Interviewees:**
  1. Professional #1: Tinju Eapen



Eapen Tinju
To: KUNGULIO SEIF
Reply Reply all Forward
Retention: 3 Years Delete (3 years) Expires: Sat 7/22/2028 9:41 AM
Wed 7/23/2025 9:41 AM

Good Morning Seif,

Thank you for your thoughtful message. I'm glad to hear about your interest in data analytics and how it intersects with healthcare operations—it's an exciting and impactful area, especially with your clinical background.

I'd be happy to set up a 20–30 minute conversation with you. I admire your initiative in seeking out professional insights, and I'd be glad to share what I can from my experience. I am available Friday August 1st from 10am to 10:45am for an in-person meeting. Let me know if that time works for you.

Looking forward to our conversation!

Regards,

Tinju Eapen, MSITM
Manager of Technical Services
Information Technology Group | Gulf Coast Division

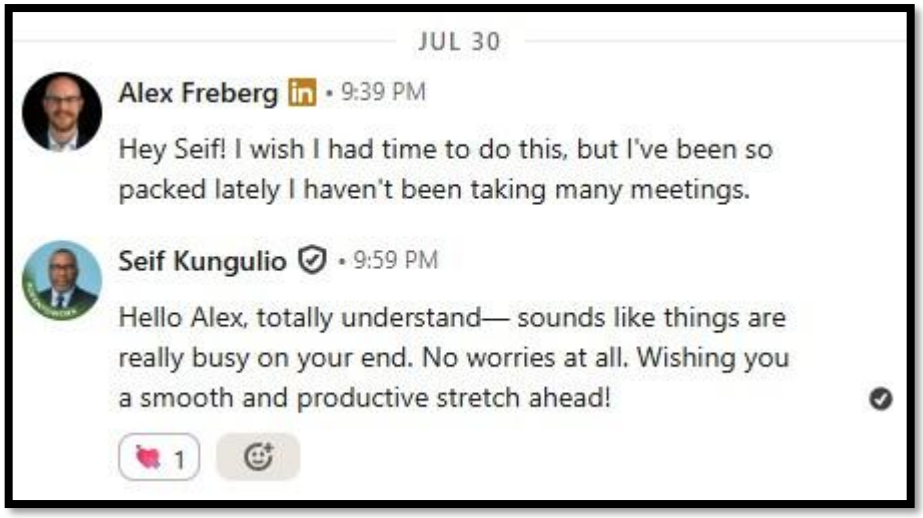
HCA Houston Healthcare Clear Lake
500 Medical Center Blvd., Webster, TX 77598

HCA Houston Healthcare Mainland
6801 Emmett F. Lowry Expressway, Texas City, TX 77591

P 281-338-3586 | M 281-979-2551

tinju.eapen@hcahealthcare.com| HCAhealthcare.com

  2. Professional #2: Alex Freberg



JUL 30

Alex Freberg • 9:39 PM

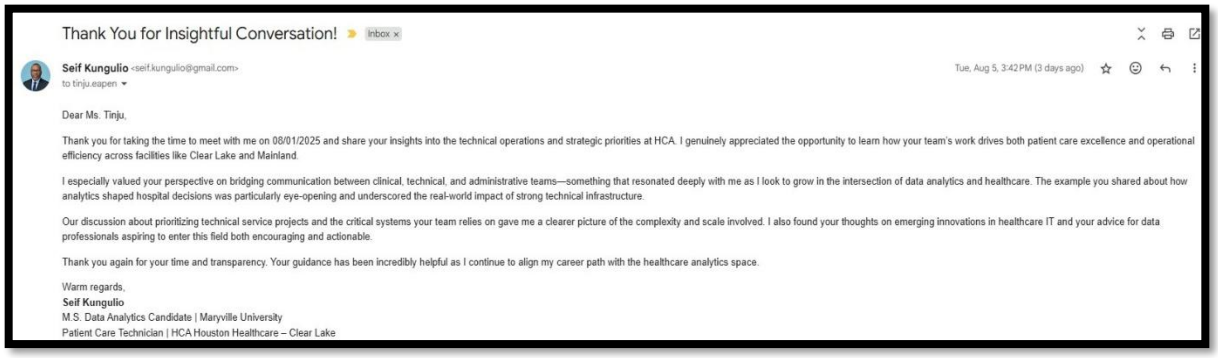
Hey Seif! I wish I had time to do this, but I've been so packed lately I haven't been taking many meetings.

Seif Kungulio • 9:59 PM

Hello Alex, totally understand— sounds like things are really busy on your end. No worries at all. Wishing you a smooth and productive stretch ahead!

1

- **Thank You Note:** A copy of the thank-you email sent after the conversation.
    1. Professional #1: Tinju Eapen



Thank You for Insightful Conversation! Inbox ×

Seif Kungulio <seif.kungulio@gmail.com> Tue, Aug 5, 3:42 PM (3 days ago)
to tinju.eapen

Dear Ms. Tinju,

Thank you for taking the time to meet with me on 08/01/2025 and share your insights into the technical operations and strategic priorities at HCA. I genuinely appreciated the opportunity to learn how your team's work drives both patient care excellence and operational efficiency across facilities like Clear Lake and Mainland.

I especially valued your perspective on bridging communication between clinical, technical, and administrative teams—something that resonated deeply with me as I look to grow in the intersection of data analytics and healthcare. The example you shared about how analytics shaped hospital decisions was particularly eye-opening and underscored the real-world impact of strong technical infrastructure.

Our discussion about prioritizing technical service projects and the critical systems your team relies on gave me a clearer picture of the complexity and scale involved. I also found your thoughts on emerging innovations in healthcare IT and your advice for data professionals aspiring to enter this field both encouraging and actionable.

Thank you again for your time and transparency. Your guidance has been incredibly helpful as I continue to align my career path with the healthcare analytics space.

Warm regards,
Seif Kungulio
M.S. Data Analytics Candidate | Maryville University
Patient Care Technician | HCA Houston Healthcare – Clear Lake