

# RAMYA MOHAN

## PROJECT MANAGER | DATA ANALYST

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<https://tammisettir.github.io/resume>

### SUMMARY

Accomplished IT professional in the Healthcare IT industry. Over 6 years of experience in project management, data analytics, and software development within the healthcare IT industry. Proven ability to lead and execute complex projects from conception to completion. Looking for a role in data analytics.

### CORE COMPETENCIES

PROFESSIONAL SKILLS Data Analytics | Data Driven Decision Making | Complex Project Management | Risk Management | Client Relations & Communications | Prompt Engineering

TECHNICAL SKILLS Data Analysis | Data Mining | Tableau | PowerBI | Machine Learning | Python - numpy, pandas | SQL | Git

### WORK EXPERIENCE

#### ECLINICALWORKS

Project Manager | March 2022 - December 2022

- eClinicalWorks(eCW) is the largest cloud based EHR software in the U.S.
- Delivered multiple complex projects, beating the estimated timeline and within the planned budget by actively managing the project using the AGILE framework.
- Improved the product definition by communicating data-driven insights to the product development teams. Increased customer satisfaction through customized eCW solutions.
- Enhanced client satisfaction with strategic advisement on eCW solution packages tailored to clinic needs.
- Aligned project goals and implementation by ensuring constant communication between all stakeholders.
- Improved implementation and training processes by developing robust documentation.

Software Training Specialist | November 2019 - March 2022

- Improved customer satisfaction on EMR training programs for over 200 clients by customizing training programs and orienting the focus to be more hands on
- Achieved significant decrease in user reported issues by analyzing usage patterns, challenges, and pain points and providing actionable recommendations to product teams.
- Improved quality of training programs by developing a comprehensive database of training materials, incorporating customer feedback, and tracking performance metrics
- Maintained confidentiality by ensuring strict adherence to HIPAA and compliance guidelines.

Analytics Intern | May 2017 - August 2017

- Supported eCW in their predictive analytics projects by developing a database in R that linked medical test data to chronic conditions

#### AMERICAN RED CROSS

Lab Technician | January 2015 - July 2015

- Achieved stringent quality standard set by the company by managing lab inventory and conducting complex DNA extraction procedures

#### BETH ISRAEL DEACONESS MEDICAL CENTER

Research Assistant | January 2014 - July 2014

- Assisted in pioneering research on circadian rhythms, contributing to published findings that influenced industry standards.

### RELEVANT PROJECTS

**Chronic Risk Assessment** - Developed a comprehensive data linkage system using PostgreSQL, enhancing the predictive analytics capabilities for chronic disease management.

**Covid Analysis** - Supported public health decisions by conducting a detailed analysis of Covid-19 data to derive actionable insights on transmission pattern

**Quality Improvement** - Enhanced eCW EMR systems by developing eCQMs test cases

**Data Quality** - Improved EMR UI wby validating user input validation

**Workflow Improvements** - Identified improvements in key clinical workflows by documenting eCW interfaces

**Real Time Dashboard** - Improved coffee shop sales by identifying influential factors by creating a dashboard of interactive visualizations

### EDUCATION AND CERTIFICATION

CERTIFICATION IN AI POWERED DATA ANALYTICS  
2023 - 2024 | California Institute of Career Development

MASTERS OF COMPUTER SCIENCE  
2016 - 2018 | University of Massachusetts Amherst

BACHELOR OF SCIENCE - BIOLOGY  
2011 - 2015 | Northeastern University

NATIONAL MERIT SCHOLARSHIP  
2011- 2015 | National Merit Finalist, full tuition scholarship to NEU