
SETH VAN ROOSENDAAAL

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SUMMARY

Innovative and technical Public Health graduate offering 4+ years experience in integrating public health with primary care, working with vulnerable and diverse populations, and managing and analyzing quantitative health data. Specialist in assessing and delivering critical information to stakeholders that accomplish business and community objectives. Personable leader in fostering relationships with stakeholders and gaining vital insights on organizational and communal needs. Expert in leading teams while coordinating with subject matter professionals to drive effectiveness and achieve success.

SKILLS

- Program Management
- Process Improvement
- Statistical Analysis
- Motivational Interviewing
- Upstream Team Approach
- Interdisciplinary Collaboration
- SQL
- VBA
- Tableau
- Python
- C++
- Microsoft Office Suite

EXPERIENCE

BRIGHAM YOUNG UNIVERSITY Provo, UT

Customer Service Representative II 01/2020 to Current

- Utilized program knowledge to assist customers in making informed purchasing decisions.
- Handled escalated customer concerns with tact and diplomacy, finding effective solutions.
- Collaborated with cross-functional teams to resolve complex customer issues.
- Adapted to new technologies and systems to streamline customer support processes.
- Consistently met or exceeded key performance metrics, including response times and customer satisfaction ratings.
- Upheld company policies and procedures while ensuring a positive customer experience.

BRIGHAM YOUNG UNIVERSITY Provo, UT

Building Care Specialist 04/2018 to 01/2020

- Implemented and adhered to safety protocols and procedures in the handling of cleaning chemicals and equipment.
- Conducted routine inspections of facilities, identifying and addressing maintenance issues promptly.
- Conducted regular communication with building occupants to address specific cleaning needs and preferences.
- Demonstrated attention to detail and a proactive approach to maintaining a clean and safe environment.
- Operated and maintained various cleaning equipment such as vacuum cleaners, floor buffers, and power washers.

THE CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS Suva, Fiji

Missionary 09/2015 to 09/2017

- Engaged in community outreach, building relationships with local residents and community leaders.
- Adapted communication styles to connect effectively with individuals from different cultural backgrounds.
- Organized and participated in community service projects, fostering goodwill and demonstrating a commitment to the local community.
- Contributed to the growth of the local congregation through outreach efforts and member engagement.
- Demonstrated cultural sensitivity and respect for local customs and traditions.
- Represented the Church of Jesus Christ of Latter-day Saints with professionalism and integrity.

EDUCATION AND TRAINING

BACHELOR OF SCIENCE: PUBLIC HEALTH; HEALTH SCIENCE
Brigham Young University, Provo, UT

Expected in 06/2024