

Brittany Nguyen

(713) 480-6230 | brittanylenguyen@gmail.com

EDUCATION

University of Houston – Downtown, Marilyn Davies College of Business

August 2024

Master of Business Administration – Project Management and Process Improvement

The University of Texas at Austin

December 2017

Bachelor of Arts – Economics

EXPERIENCE

MD Anderson Cancer Center | Houston, Texas

Project Manager

June 2024 – Present

- Manage high-visibility, cross-functional initiatives, such as reducing hospital 30-day unplanned readmissions, by coordinating clinical, operational, and executive stakeholders to achieve measurable outcomes
- Apply structured project management practices, including RIDAC tracking, scope and schedule management, and status reporting, to enhance transparency, accountability, and consistent delivery
- Oversee 80+ inpatient clinical operations data and analytics requests, managing intake, prioritization, scope, and delivery across multiple concurrent initiatives
- Selected to represent the organization at Epic's 2025 XGM conference, presenting the Clinical Operations Data Office's best practices that streamlined analytics delivery, enhanced resource management, and increased employee satisfaction

Program Coordinator

April 2022 – May 2024

- Managed project meetings for the Clinical Operations Data Office – Inpatient, ensuring effective communication, collaboration, and alignment across cross-functional teams
- Led a Clinical Safety and Effectiveness project team to develop a comprehensive downtime process for central scheduling using Six Sigma methodology
- Facilitated planning and execution of the successful implementation of the Mock Code Program, including developing project timelines, managing meetings, coordinating resources, and monitoring progress
- Spearheaded the development and maintenance of program budgets, ensuring accurate forecasting and expense tracking for the departments of Code Blue Operations and Emergency Readiness

Sr. Administrative Assistant

February 2020 – April 2022

- Analyzed financial and business expense reports by performing data input, utilizing spreadsheets and dashboards, and delivering monthly reports to upper leadership
- Improved operational workflows and internal processes by streamlining the department's procurement process, leading to a 48% reduction in outstanding purchase orders
- Collaborated with upper leadership on the Operations and Maintenance budget of ~\$10M, utilizing Zero-Based budgeting methodology to drive efficiency and cost savings
- Mentored and coached administrative team members, providing guidance and support to promote professional growth and development

Administrative Assistant

August 2019 – February 2020

- Provided administrative support to the Director and Assistant Directors of Operations & Maintenance by coordinating meetings, generating materials, and composing communications to stakeholders
- Developed and implemented a comprehensive onboarding program, leading employee training while providing continuous guidance and mentorship on best practices
- Assisted with special projects within the department of Patient Care and Prevention Facilities such as data clean-up for the transition to Maximo CMMS

CERTIFICATIONS

- McCombs School of Business – Texas Business Foundations Certificate
- MD Anderson Cancer Center – Six Sigma Yellow Belt
- MD Anderson Cancer Center – Applying Lean Concepts to Healthcare Processes (Intermediate)
- MD Anderson Cancer Center – Power BI Learner

SKILLS

Windows and MacOS | Microsoft Office Suite: Excel, Word, PowerPoint, Outlook, Visio, SharePoint, Forms, Project, PowerBI | Peoplesoft Financial Analytics | Qualtrics | Epic