

Victoria L. Stauffer

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Professional Summary

Motivated professional transitioning to Information Technology with a keen interest in cyber security in fraud and threat analysis and identification and security reporting. Certified in CompTIA A+, Network+, Security+, and AWS Cloud Practitioner, with a proven ability to troubleshoot complex issues, resolve data-related challenges, and skilled in cross-functional collaboration with diverse teams. Background in operational management and service delivery, with a commitment to supporting mission-driven organizations through reliable and scalable IT solutions. Adept at communicating technical concepts clearly and working independently in remote environments.

Skills

- **Technical Skills:** Technical Support, Troubleshooting, Github, Network Devices, ServiceNow, Experience with MySQL and PostgreSQL, Salesforce, Jira, Experience using Wireshark
- **Soft Skills:** Interpersonal Communication, Analytical Problem-Solving, Multi-tasking, Task Prioritization, Customer Service
- **Process & Innovation:** Process Improvement, Experience using Generative AI

Certifications

- **CompTIA Security+ ce:** June 2025
- **Linux Essentials:** April 2025
- **AWS Certified Cloud Practitioner:** March 2025
- **CompTIA Network+ ce:** December 2024
- **CompTIA A+ ce:** November 2024
- **ITIL 4 Foundation:** August 2024

Professional Experience

Children's Hospital of Philadelphia

Jun 2023 - Present

Executive Associate II of Hospital Operations

- Analyze and resolve administrative workflow challenges by supervising office administrators, applying structured problem-solving to streamline operations and ensure resolution of issues that may pose operational or compliance risks.
- Leverage Qlik Sense to perform in-depth data analysis, identifying trends, anomalies, and inefficiencies, supporting proactive risk mitigation and fraud detection through pattern recognition and process improvement.
- Act as a technical liaison between administrative staff and Digital Technology Services, using analytical thinking to troubleshoot system issues, escalate potential threats (e.g., system misuse or access discrepancies), and support the implementation of secure digital tools via ServiceNow.
- Lead root cause analysis during service recovery initiatives, using investigative techniques to address recurring operational failures that could impact patient data integrity or system security.
- Monitor compliance through The Joint Commission's tracers and AMP software, interpreting data to identify potential vulnerabilities or gaps in adherence to regulatory and IT security standards.
- Partner with the Quality and Safety Program Manager to identify, analyze, and escalate hospital-wide technical concerns — contributing to improved system reliability, threat response, and risk awareness.
- Facilitate onboarding and system training for new staff, integrating secure system usage practices and evaluating knowledge gaps to reduce operational and data security risks.

Children's Hospital of Philadelphia

Dec 2021 - Jun 2023

Office Administrator of Hospital Operations

- Delivered cross-functional administrative support to eight hospital departments, resolving technical and operational issues in alignment with internal SLAs, while monitoring for potential anomalies or access issues that could indicate workflow inefficiencies or security gaps.
- Utilized data from Kronos to create and adapt staff schedules based on real-time operational demands, applying analytical skills to detect inconsistencies, forecast resource needs, and identify patterns that could suggest misallocation or potential fraud.
- Maintained personnel files and ensured policy compliance, integrating IT Service Management (ITSM) principles and internal controls to standardize documentation, enhance data security, and support audit readiness across departments.
- Coordinated occupancy planning for new hospital units, facilitating project meetings and progress tracking while ensuring regulatory compliance through detailed data reporting, documentation integrity, and alignment with survey and audit requirements (DAAC).

Main Line Health, Lankenau Medical Center

Jan 2018 - Nov 2021

Administrative Assistant, Radiation Oncology

- Managed prior-authorizations and appeals for patient treatments through various insurance plans, ensuring correct billing codes are

input and prompt resolution is achieved.

- Assisted in developing and implementing new policies and procedures within the department, including technical process improvements.
- Trained new administrative staff in scheduling and registration to ensure operational consistency and technical proficiency.
- Collaborated with leadership to develop departmental budgets and operational strategies, emphasizing efficient IT resource utilization.

IMA Consulting

Jan 2017 - Dec 2017

Outsourcing Operations Representative

- Collaborated with clients to identify process improvements and implement changes effectively, troubleshooting IT challenges as needed.
- Enhanced communication and collaboration among internal teams and external partners to ensure smooth technical support processes.
- Trained new hires on the Epic Electronic Health Record system, integrating technical support best practices into call center training sessions.

Stephen G. Diamantoni & Associates

Sep 2013 - Dec 2016

Administrative Coordinator

- Supervised a team of five medical registrars, overseeing front desk operations and ensuring swift resolution of technical and administrative issues.
- Conducted data analysis to identify trends in patient volume and billing, implementing process improvements aligned with ITIL concepts.
- Led initiatives that increased revenue by nearly 25% through process improvements and effective task prioritization.

Education

Western Governors University, Salt Lake City, UT

Jul 2025

Bachelor of Science, Information Technology

West Chester University, West Chester, PA

May 2020

Master of Public Administration

West Chester University, West Chester, PA

Dec 2012

Bachelor of Arts, History