

Healthcare Operations & Process Improvement

Capabilities Statement

PMP-certified Process Improvement Specialist with 7+ years leading cross-functional initiatives that optimize workflows, enhance service delivery, and improve operational performance across multi-site healthcare and public health systems.

20% WORKFLOW EFFICIENCY GAIN	5+ CLINIC SITES TRANSFORMED	25% TEAM EFFICIENCY GAIN	400+ FAMILIES SERVED
------------------------------------	-----------------------------------	-----------------------------	-------------------------

WHO I PARTNER WITH

Health systems, public health departments, community health organizations, and healthcare startups seeking operational transformation, implementation leadership, and process improvement.

CORE SERVICES

Process Improvement & Workflow Optimization · SOP Development & Standardization · Implementation & Project Management · Change Management & Adoption · Data Analysis & Executive Reporting · Public Health Program Operations

ENGAGEMENT APPROACH

Assess — workflow analysis, stakeholder interviews, root-cause diagnostics. **Design** — process redesign, SOPs, KPI frameworks. **Implement** — phased rollout, training, change management. **Sustain** — adoption reinforcement, performance monitoring, handoff.

CREDENTIALS

Project Management Professional (PMP) — PMI, 2021
Lean Six Sigma Green Belt (LSSGB) — SSGI, 2025
Master of Healthcare Administration — Univ. of New Haven, 2018
B.S. Public Health — Southern Connecticut State Univ., 2014

REPRESENTATIVE ENGAGEMENTS

Clinic Intake & Scheduling Redesign — 20% efficiency gain, 5 sites.
SOP & Process Mapping Standardization — 10+ stakeholders aligned.
Cross-Functional Clinic Transformation — 5+ departments engaged.
Customer Service Training Implementation — 25% team efficiency gain.
COVID-19 Response Coordination — 400+ families served.

TOOLS

MS Excel · MS Project · Visio · SharePoint · Envisio · SAP · eClinicalWorks · JotForm · MS Teams

Currently available for consulting engagements, fractional operations leadership, and implementation partnerships.