Deana Pendragon

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PROFESSIONAL SUMMARY

Senior Consultant and Project Leader combining 15 years of complex project management experience with advanced academic expertise in Medical Sociology and Public Policy. Proven track record of leading end-to-end strategic initiatives, managing complex client relations, and leveraging quantitative and qualitative data to solve systemic challenges. Passionate about applying health equity principles, comparative health systems research, and strategic facilitation to improve outcomes for under-resourced communities.

PROFESSIONAL SKILLS

Project Management & Stewardship: Agile & Waterfall Methodologies, Requirements Gathering, Policy & Procedure Implementation, Records & Inventory Management.
Client Relations & Facilitation: Cross-Functional Team Leadership, Stakeholder Engagement, Crisis Management, International Liaison, Curriculum Design.
Public Health & Equity: Medical Sociology, Comparative Health Systems, Affordable Care Act (ACA) Policy, Social Determinants of Health, Lived Caregiver Experience.
Qualitative & Quantitative Analysis: Qualtrics, Statistical Analysis, Survey & Instrument Design, Alteryx, Tableau, SQL, Advanced Excel.
Data Analysis & Business Intelligence: Reporting, Spreadsheet & Database Creation, Analytical Thinking, Research & Problem Solving (Qualtrics), Data Integrity.
Leadership & Staff Development: Team Building & Supervision, Cross-Functional Training, Secondary Education Curriculum Creation, International and Global Liaison & Public Speaking.
Healthcare & Specialized Knowledge: Healthcare Systems (Comparative & International), Medical Sociology, Ethics, ACA Implementation, E911 Systems.
Technical Proficiency: Excel Guru (PivotTables, VLOOKUPs, Macros, Array Formulas), MS Access, PowerPoint, SharePoint, Tableau, Alteryx, SQL, Adobe Creative Suite, Canvas, SPSS.

PROFESSIONAL EXPERIENCE

University of North Carolina Charlotte, NC *Aug 2022- Present*

Research Assistant, Teaching Assistant, and Master's Student – Sociology

- **Targeted Research:** Conducting advanced sociological research for a Master's thesis focused on identifying health literacy barriers and assessing Maternal Cardiovascular Disease (CVD) risk factors. Research assisting with topics related to educational systems and race.
- **Synthesis & Health Equity:** Conducted comprehensive qualitative synthesis and primary data collection during a comparative health systems study in Chennai, India, assessing NGO refugee assistance and tribal community health initiatives.
- **Instrument Design & Assessment:** Designed, deployed, and analyzed mixed-methods assessment instruments using Qualtrics to evaluate social determinants of health and emerging, future-focused medical trends.

Full-Time Caregiver & Health Advocate Concord, NC *Jan 2017 – Aug 2022*

- **Complex Care Coordination:** Managed and executed comprehensive, multidisciplinary care plans for a multi-exceptional child and a veteran family member, acting as the primary project manager and liaison across diverse medical, educational, and therapeutic care teams.

- **Health System Navigation:** Successfully navigated intricate institutional healthcare frameworks, including the Veterans Affairs (VA) health and benefit systems, advocating for patient rights and securing critical medical services and financial resources.
- **Stakeholder Communication:** Leveraged lived expertise to bridge communication gaps between patients, specialists, and primary care providers, ensuring equitable access to care and translating complex medical information into actionable treatment steps.
- **Patient Advocacy & Equity:** Continuously assessed and responded to the shifting needs of vulnerable individuals, developing a profound, hands-on understanding of the barriers to care and the social determinants of health within specialized populations.

Charlotte Mecklenburg Schools Charlotte, NC *Oct 2018- April 2019*

High School Teacher – Northwest School of the Arts

- **Leadership & Mentorship:** Led and mentored a diverse cohort of 100+ students in technical production and design, fostering a high-performance environment focused on career readiness and professional confidence.
- **Curriculum Development:** Engineered and launched a new state-aligned curriculum
- **Instructional Design & Engagement:** Boosted engagement and learning outcomes by integrating Canvas, Adobe Creative Suite, and interactive digital tools into daily workflows and presentations.
- **Performance Management**: Utilized team-building and positive reinforcement strategies to manage diverse groups and ensure project completion in fast-paced production environments.

Wells Fargo – Signature Consultants Charlotte, NC *Jan 2016 – August 2016*

Business Systems Consultant

- **Enterprise Cost Savings:** Directed the National MAC Mail Reduction Survey Project, successfully reducing global interoffice mail services and capturing **over $1 million in annual savings.**
- **Technical Liaison:** Bridged the gap between business units and technical teams to design and implement automated system solutions for complex business challenges.
- **Advanced Data Analytics:** Leveraged Alteryx, Tableau, and Excel (including Array formulas, PivotTables, and VLOOKUPs) to transform raw data into actionable business intelligence.
- **Database & Quality Management:** Managed database integrity using SQL, performing quality checks on automated systems, developing usage guidelines, and supporting cross-functional testing teams.
- **Cross-Functional Collaboration:** Partnered with stakeholders to assess user needs, resolve system challenges, and deliver training to ensure seamless database adoption.

ADP – CSI Companies Charlotte, NC *Sept 2015 – Jan 2016*

Business Analyst **Affordable Care Act Implementation Project**

- **End-to-End Project Management:** Directed the end-to-end implementation and year-end reporting for the Affordable Care Act (ACA) across a portfolio of 16,000+ clients, effectively organizing resources to navigate from initiation through closure with 100% compliance.
- **Project Stewardship & Strategic Decision-Making:** Synthesized multiple points of quantitative data to identify process gaps, adjusting project scopes dynamically to address shifting regulatory contexts and delivering actionable risk mitigation strategies to executive leadership.
- **Advanced Client Relations:** Navigated complex, highly charged client dynamics by directing high-level escalations and case reviews, ensuring continuous stakeholder engagement and alignment with broader project goals.
- **Strategic Planning:** Conducted rigorous requirements gathering and analysis to identify project risks and implement proactive mitigation plans.

Goodman Networks – 100% travel Plano, TX *Feb 2011 – Aug 2015*

Business Analyst Drive Testing - Project Manager **(100% travel)**

- **Standardized E911 Testing**: Developed streamlined QA protocols for international E911 systems by documenting requirements, process flows, and comprehensive test plans.
- **Executive Reporting**: Delivered high-priority specialized reports for senior leadership using advanced Excel functions (VLOOKUP, PivotTables, Macros) under strict deadlines.
- **Text-to-E911 Launch**: Led the end-to-end implementation of the Text-to-E911 project, managing requirements gathering, staff training, and Excel-based reporting methodologies.

Royal Cup Inc. Charlotte, NC *June 2006 – Dec 2010*

Atlantic Coast Regional Administrator

- **Operational Efficiency**: Slashed office expenditures by 15% by renegotiating vendor contracts, auditing inventory controls, and standardizing procurement procedures.
- **Executive Support**: Provided comprehensive administrative and logistical support to three C-Suite regional managers across six states and two divisions.
- **Project & Event Leadership**: Directed the administrative team in executing the National Sales Meeting; designed all collateral, from initial concepts to high-stakes sales presentations.
- **Financial Oversight**: Managed full-cycle accounting tasks, including AR/AP, general ledger maintenance, and budget tracking.

EDUCATION

- **Forsyth Technical Community College**. Winston-Salem, NC **Pre-Medical Associate's Degree**
- **UNC Charlotte B.A. Medical Sociology & B.A. Interdisciplinary Studies: Health and Medical Humanities**
  - 2024-2025 Chancellor's List - Double Major
  - Study abroad in **Comparative Sociology in the Netherlands**, Spring 2025
  - Study abroad in **Comparative Health Systems in India**, Spring 2024
  - Interdisciplinary Studies Poster Presentation – Spring 2025 – Maternal Cardiovascular Disease
  - Phi Beta Delta Mu – International Honor Society Vice President – Global Scholar
  - Sigma Alpha Pi – National Society of Leadership and Success
  - Alpha Kappa Delta – Sociology Honor Society
  - Alpha Iota Sigma – Interdisciplinary Studies Honor Society

Language Skills

English(primary)
Mandarin, German, Spanish (basic skills)
Greek and Latin Roots (medically fluent)