**Junie B. Doe**

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# EDUCATION

# Dallas University Dallas, TX

# *Master of Business Administration, Analytics* August 2019- May 2021

# New York University New York, NY

*Bachelor of Science in Health Science, Business Minor* August 2012- May 2016

**KNOWLEDGE, SKILLS & ABILITIES**

* Healthcare terminology
* Project management skills: Certified Associate in Project Management (CAPM), Project Management Institute
* Critical thinking skills: able to “connect the dots” among various concepts when the connection in unclear
* Business acumen: market analysis, PMBOK Methodology, remote work
* Communication skills: Interpersonal, mass communications, email marketing
* Technical skills: MS Project, MS Excel, JIRA, Lotus Notes, SharePoint

# PROFESSIONAL EXPERIENCE

# ABC Company Dallas, TX

Senior Business Analyst | Jan 2020 – Present

* Gather workflow requirements to effectively capture business processes to draft, prepare and maintain SBC (summary of benefit coverage) documents, coordinate with team members to file documentation with Insurance Regulators
* Facilitate weekly meetings with legal counsel, medical directors, and other internal stakeholders to ensure that all language on SBC’s are interpreted truthfully and accurately
* Collaborate with Senior PMs to create project reports, conduct analyses and lead brainstorming sessions to test and improve process efficiencies

# Southern Health System Dallas, TX

Jr. Project Manager, Telecom | Aug 2018- Nov 2019

* Assisted project managers with delivery of a campus-wide telephone system upgrade, integrate change management processes into workflows, support the design, development, delivery and management of communications
* Interfaced with faculty, staff and medical professionals to ensure smooth phone installations, negotiate HIPPA-compliant deployment plans, communicate issues between technical SMEs and non-technical staff
* Abstracted data and conducted deep-dive analysis to create user-friendly reports, update issue logs in Excel, and perform ad-hoc configurations

# Star Health New York, NY

Communications Analyst | Aug 2016 – May 2018

* Collaborated with marketing team in executing the Salesforce campaign by coordinating communications to streamline recruitment efforts which led to a 20% increase in participant rate from previous year
* Managed distribution list and daily operation planning for a healthcare conference with over 350 registered attendees
* Employed knowledge of population health for interpreting pre-sent deck presentations and websites to create content questions for breakout sessions and speaker interviews

# VOLUNTEER EXPERIENCE

**Youth Programs Dallas, TX**

Event Specialist, 2018-2020

* Coordinated communications promoting networking events and professional development opportunities to students
* Created budget proposals to secure event funding, liaison with Director of Diversity and higher-ed leadership
* Assisted in monthly meetings with Leaders of Tomorrow youth mentorship program of 50 high school students