

A photograph of two men in professional attire. The man on the left is standing, wearing a dark blue suit, a light blue shirt, and a yellow tie. He has a beard and glasses. The man on the right is sitting on a wooden bench, wearing a dark grey suit, a light blue shirt, and a dark tie. They are both smiling. The background is a grassy area with some flowers on the left.

HEALTH SERVICES ADMINISTRATION

GRADUATE PROGRAM

CLASS OF 2022 | RESUME BOOK



CONGRATULATIONS CLASS OF 2022

XAVIER UNIVERSITY
HEALTH SERVICES ADMINISTRATION

LETTER FROM THE CHAIR



Dr. Frederick Browne, PhD

Chair, Department of Health Services Administration
Director, Master of Health Services Administration

Dear Reader,

It is with great pleasure that we present this Class of 2022 resume book about our full-time students in the Xavier University Graduate Program in Health Services Administration. Once again, we present outstanding young talent eager to become part of your healthcare organization.

As you may know, Xavier is one of seven MHA programs in the country that still requires the 8-12 month administrative residency in the third year of the program. We believe this requirement is a strength of our MHA degree. The residency allows students to apply the skills and knowledge acquired in the classroom to real world administrative issues and challenges.

Residency sites are of key importance to our program. They will be particularly important to students in the Class of 2022 who are experiencing Xavier MHA like no other class before them. The Covid-19 pandemic has led to changes in how their courses are delivered and caused the cancellation of a number of summer internships. However, these motivated students have risen up and all have found unique summer learning experiences. They are ready to practice, to face challenges, to learn, and to contribute meaningfully to the organizations at which they serve as residents.

Our Xavier MHA program is nationally ranked among the top programs. Many of our alumni are current and rising leaders in the healthcare field. While some credit goes to our faculty and the support of our alumni, considerable credit goes to our residency preceptors and the outstanding learning experiences they provide for our students.

The students whose resumes comprise this book will be formally applying to residency opportunities in fall 2020. **Please contact Dee Ellingwood, the MHA Associate Director for Practitioner Experience**, with questions about the residency program or for contact information for individual students. Mr. Ellingwood can be reached at ellingwoodd@xavier.edu or 513-745-3719. Thank you for partnering with Xavier.

Very sincerely yours,

A handwritten signature in blue ink, appearing to read "F. Browne".

Fredrick Browne, PhD

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DEPARTMENT AT-A-GLANCE

SCHOLAR/PRACTITIONER PROGRAM

GRADUATE PROGRAM IN HEALTH SERVICES ADMINISTRATION (since 1958)

Master's Degree (MSHA)

- Xavier University's Graduate Program in Health Services Administration is in its 62nd year and is one of the oldest programs in the country.
- Accredited by CAHME (Commission on the Accreditation of Healthcare Management Education)
- National inaugural winner (2019) of the CAHME/Wharton Research Data Services "Best Paper for Empirical Research Award"
- 2017 inaugural winner of the CAHME/Canon Solutions America Award for Sustainability in Healthcare Management Education and Practice
- 2016 inaugural winner of the CAHME/Ascension Award for Excellence in Healthcare Leadership Development
- One of two programs in Ohio accredited by CAHME (XU and Ohio State)
- Ranked #2 among the Top 30 Master's Programs in Healthcare Administration in 2018 and ranked the #1 healthcare administration program in Ohio in 2018
- One of seven MSHA programs in the country that still requires the third year 8-12 month administrative residency
- 100% of Graduates are employed within 90 days of Graduation (latest figures available Class of 2020)
- 24-30 full-time students are accepted each year
- Online Executive MSHA program inaugurated fall 2020
- Offers concurrent MBA degree with XU's Williams College of Business

Course of Study

- MSHA Coursework includes: Accounting, Finance, Epidemiology, Clinical Processes, Strategic Planning, Strategic Management, Marketing, Economics, Health Policy, Ethics, Law, Information Technology, Professional Development, Insurance and Revenue, Quantitative Methods, Quality Improvement
- Year #1 – Fall and Spring Semesters of Coursework; Summer Internship
- Year #2 – Fall and Spring Semesters of Coursework
- Year #3 – Administrative Residency of 8-12 months; Graduation (May).

What differentiates the XU GPHSA program

- Academic rigor and high standards—students must maintain a B average to remain in the program
- Practitioner opportunities—one summer volunteer internship in a healthcare organization; paid administrative residency of 8-12 months (\$49,000 average for Class of 2021)
- Practitioner Faculty
- Student Professional Society for memberships in ACHE, HFMA, MGMA, etc.
- Over 1,700 Alumni, many of whom remain connected with the program through an active Alumni Association, living out the Jesuit philosophy of giving back to their profession and to their communities

PRINCIPAL FACULTY



Rick Browne, PhD, Counseling Psychology, Indiana University. Associate Professor. Chair, Department of Health Services Administration and Director, Master's Program in Health Services Administration.

Graduate course taught: Ethical Issues in Health Care. Undergraduate courses taught: Introduction to American Health Care; Internship Preparation; Foundations of Health Care Laws and Ethics; Health Care Management.



Dee Ellingwood, MS, Economics, University of Utah. Teaching Professor and MHSA Associate Director for Practitioner Experience.

Graduate courses taught: Managerial Concepts in Healthcare Organizations; Strategic Management and Marketing Strategy for Healthcare Organizations; Capstone; Professional Development.



Lin Guo, PhD, Industrial Engineering, University of Cincinnati. Associate Professor.

Graduate courses taught: Quantitative Methods for Health Care Management; Quality Improvement Techniques in Health Care Management. Undergraduate course taught: Quality Management and Performance Improvement.



Edmond Hooker, M.D., DrPH, M.D., Eastern Virginia Medical School. DrPH, University of Kentucky. Professor and MHSA Associate Director for Accreditation.

Graduate courses taught: Clinical Processes for Health Care Administration; Applied Epidemiology. Undergraduate course taught: Medical Terminology.



Thomas J. Ruthemeyer, MBA, CPA Inactive, MBA, Management, Xavier University, Teaching Professor.

Graduate courses taught: Management Accounting; Corporate Finance; Financial Management of Health Care Organizations, Capstone. Undergraduate courses taught: Healthcare Finance.



France Weaver, PhD, Health Policy and Administration, Concentration in Health Economics, The University of North Carolina at Chapel Hill. Assistant Professor and Associate Director of the Executive Master Program in Health Services Administration.

Graduate courses taught: Health Economics, Healthcare Policy and Policy Analysis. Undergraduate course taught: Health Policy.

ADVISORY COMMUNITY

Our HSA Advisory Community, consisting of the HSA Advisory Board, GPHSA Alumni, HSA Faculty, HSA Preceptors, Internship Mentors and HSA Students, provides ongoing stakeholder input regarding the health industry in order for Xavier's MHA, BSHSA and MS-HECOR degree programs to remain current and effective.

Peter Bardwell, FAIA, FACHA, Advisory Board Chair and Executive-in-Residence, MHA, Principal, Bardwell + Associates, LLC

Charles Baverman, Adjunct Professor and Executive-in-Residence, BSHSA

Andrew Blankemeyer, '12M, CEO, Beacon Orthopaedics

Rick Browne, PhD, Chair, Department of Health Services Administration and Director, Master of Health Services Administration, Xavier University

Florentino Buendia, '92M, President, Xavier University Health Administration Services Alumni Association, Payment Innovation Programs Director, Anthem

Barry Cesafsky '80M, Co-founder and Vice Chair, HealthSearch Partners

Katie Chaffee, Senior Vice-President, Cerner Corporation, retired

Dwight "Dee" Ellingwood, Teaching Professor, Xavier University, MHA Associate Director for Practitioner Experience and MHA faculty representative to the Board

Paul Hiltz, '80M, FACHE, President and Chief Executive Officer, Naples Community Healthcare System

Joyce Huber, Executive-in-Residence; Manager, Healthcare Management & Medical Services, General Electric, retired

Beth Hughes, '89M, President Western Iowa Region at MercyOne

Michael Hurlburt, Chief Ambulatory Strategy Officer and President, Ambulatory Ventures, LLC, Executive-in-Residence, BSHSA

David Levine, Client Account Lead, ACCUMEN, Inc.

Peter Mallow, PhD, Assistant Professor and Director, MS-HECOR, Xavier University, MS-HECOR Faculty representative

Michael Maiberger, '82M, President, The AnsrZ Group LLC

Tom Murray, FACHE, '76M, Executive-in-Residence, Xavier University and Surveyor, Joint Commission International

Jamie Parsons, CCHR, SPHR, FACHE, SHRM-SCP, Chief Human Resources Officer/Senior Vice President Human Resources, St. Elizabeth Healthcare

John Rogers, FAIA, FACHA, Architecture Consultant, President, American College of Healthcare Architects

Bradley Sexauer, FACHE, Vice President/Strategy and Market Development at Saratoga Hospital

Karen Swedersky, Managing Director of Finance, St. Aloysius

Theodore "Chip" Washienko, JD, MBA, FACHE, Executive Director, Planning and Development, Bon Secours Mercy Health

Calvin T. Wright, MHA, FACHE, '08M, Associate Vice President/Chief Procurement Officer, MD Anderson Cancer Center

Stephanie Young, LNHA, CEAL'15B, Administrator, CareCore Health LLC

MICHAELA D. ALLEN

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

Denison University, Granville, Ohio

Bachelor of Arts, Communication

Bachelor of Arts, Psychology

May 2019

EXPERIENCE

McGraw-Hill Education

Columbus, Ohio

Digital Communications Intern

December 2018–Present

- Wrote educational blogs as a resource for teachers
- Maintained and updated corporate social media accounts
- Completed data analysis consisting of social media audience information
- Filed and created reports regarding the social well-being of the company

Henri Bendel

Columbus, Ohio

Part-Time Sales Lead

September 2018–January 2019

- Managed a staff of 10 sales associates
- Completed corporate financial paperwork
- Cared for the exchange of monetary units between the corporation and the bank
- Oversaw the upkeep of the visual presentation of the shop.

Michael Kors

Sunbury, Ohio

Sales Associate

August 2016–September 2018

- Sold merchandise based on fashion expertise, assisting customers with their purchases through relationship building.
- Designed and implementation visual aids and floor sets for monthly arrangement changes.

HEALTHCARE EXPERIENCE

Sarah Moore Home

Delaware, Ohio

Personal Care Aide

January 2014–January 2015

- Cared for 12 residents in an assisted living facility, maintaining their mental, physical, and emotional well-being through assistance with bathing, dressing, eating, and cleaning.
- Filed reports, monitoring the health status of each individual patient workshop

Healthcare Education Experiences

- Medical Brigades, Nicaragua Service Trip, January 2018
- Shadowing Experience, Select Specialty Hospital, October 2016
- Johns Hopkins Medical Summit, June 2013

LEADERSHIP EXPERIENCE

- Mortar Board Honor Society, President, May 2018-May 2019
- Her Campus Online Blog, President, May 2018-May 2019
- Psychology Research Assistant, Denison University, August 2018-August 2019
- Big Brothers Big Sisters, Volunteer, September 2016-May 2019

MITHUN AMITH

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

St. Francis College, Brooklyn, New York

Bachelor of Science, Biology

January 2015

WORK EXPERIENCE

Best Buy

Sales Consultant - Appliances

Staten Island, New York

July 2018–August 2019

- Worked closely with clients from various socioeconomic groups to tailor different appliance solutions to match their lifestyle
- Received “Perfect NPS” award by district leaders and supervisors based on having a perfect customer service/experience score for a year
- Ranked consistently in the top percentile for individual sales and solutions for appliance stores across the district
- Worked successfully in a team to rank in the top 10th percentile for all stores across the United States in appliance sales and solution package bundles

Trader Joe’s

Crew Member

Staten Island, New York

August 2011–July 2016

- Organized and analyzed store products to meet inventory requirements; top store in east coast manifest loss prevention (least amount of loss in products due to theft or damage)
- Provided fast, efficient and courteous service to all patrons
- Operated the cash register by totaling bills, receiving payments and distributing receipts

McDonald’s

Assistant Manager

Staten Island, New York

June 2009–August 2011

- Mentored, trained and supported approximately 18 crew members
- Provided fast, friendly and accurate service to all customers
- Followed all food safety, sanitation and hygiene requirements resulting in zero violations
- Maintained operational and kitchen areas to exceed standards of cleanliness, comfort and convenience

TECHNICAL AND LANGUAGE SKILLS

- Software skills: Proficient in Microsoft Word, Excel, PowerPoint. Working knowledge of Adobe Acrobat DC.
- Foreign languages: Fluent in Sinhala. Conversational knowledge of Tamil. Beginner knowledge in French.
- CPR certified

CAMPUS INVOLVEMENT

- Team member, NAHSE Case Competition Team, Cincinnati, Ohio, *September 2019 - Present*

VOLUNTEER EXPERIENCE

- Taste of the Neighborhood by Mercy Neighborhood Ministries, Cincinnati, Ohio, October 2019
- Cincinnati Tri-State Walk to End Alzheimer’s, Cincinnati, Ohio, October 2019
- Event Coordinator, The Church of Jesus Christ of Latter-day Saints (Outreach Program), Staten Island, NY, August 2009–August 2019
- Richmond University Medical Center, Staten Island, New York, May 2016–September 2016

ARMED BAHALA

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

University of Kentucky, Lexington, Kentucky

Bachelor of Public Health

May 2019

EXPERIENCE

Baptist Health Lexington

Lexington, Kentucky

Emergency Department Volunteer

May 2018-February 2019

- Served as liaison between patients/families and physicians, providing needed support and communication to ensure a positive patient experience.
- Provided explanations of the Emergency Department triage system (determining order & priority of treatment) to the patients and families to manage expectations for timely service and satisfaction.
- Acquired valuable time management, customer service, and communications skills.

Bayou Bluegrass Catering

Lexington, Kentucky

Server/Bartender

May 2016–August 2019

- Ensured that customers enjoy their dining and event experience by seeking feedback and providing immediate resolution of customer concerns.

Mission Works Lawn and Landscape

Lexington, Kentucky

Onsite worker/Lawn Mower Operator

October 2011–Present

- Deliver high-quality lawn care and landscape services in a fast-paced and demanding environment. Tasks include physical labor, equipment maintenance, development of service schedules, and facilitating billing to customers.

TECHNICAL AND LANGUAGE SKILLS

- Software skills: Proficient in Microsoft Word, Excel, and PowerPoint.
- Foreign languages: Fluent in French and Swahili.

ACCOMPLISHMENTS

- U.S. Citizenship *September 2018*
 - Acquired and utilized necessary communication skills, working with professional judges and lawyers through a 2.5-year process to become a U.S. citizen.
- Sigma Nu Fraternity *2015-2019*
 - LEAD chairman, conducted etiquette meetings to instruct members how to properly conduct themselves in social settings
 - Nominated and recognized by my peers as the “Man of the Year”. An individual who demonstrates excellence in leadership and character.
- Member of the AcoUstiKats *2015-2017*
 - Active participant in an all-male collegiate acapella performance group.

CODY WILLIAM BEHM

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

Wright State University, Fairborn Ohio

Masters of Science, Biochemistry and Molecular Biology

May 2018

University of Dayton, Dayton, Ohio

Bachelors of Science, Biochemistry

May 2016

EXPERIENCE

Wright State Research Institute/Miami Valley Premier Health

Dayton, Ohio

Medical Researcher

January 2017–August 2017

- Filed IRB forms for new clinical research studies, wrote standard operating procedures for clinical trials, spoke with companies or departments about future clinical trial opportunities.
- Participated in analyses and studies to investigate human disease, preventative methods, and treatments for disease.
- Conducted research to develop methodologies, instrumentation, and procedures for medical application, analyzing data and presenting findings to the scientific audience.

Bodyworks Fitness

Tiffin, Ohio

Manager

May 2015–August 2015

- Maintained scheduling and event calendars.
- Scheduled and confirmed appointments for customers.
- Greeted visitors or callers and handled inquiries or direct them to appropriate persons according to their needs.

AAI Leasing

Tiffin, Ohio

Facilities Manager

May 2012–August 2014

- Defined work strategies and timeline to complete projects on time.
- Ordered and purchased products needed for job sites.

TECHNICAL AND LANGUAGE SKILLS

- Complex Problem Solving
- Semi-Fluent in Spanish
- Active Learning: Chemistry, Critical Thinking, Mathematics, Biology.
- CPR Certified
- Face to Face Interaction

VOLUNTEER EXPERIENCE

- Calvert Catholic School. Autumn Auction, "Focus on Future" Campaign.
- Registered Hospice Volunteer
- Walk for 1 in 100 Volunteer for Adult Congenital Heart Association (ACHA).
- Volunteer for Angelman Syndrome Foundation (ASF).

DEJA BOWEN

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

University of Kentucky, Lexington, KentuckyBachelor of Arts, Biology, *William C. Parker Scholar, Lewis**Minor : Spanish*

May 2018

EXPERIENCE

CSL Plasma*Senior Phlebotomist/Phlebotomist/Donor Support Technician***Cincinnati, Ohio***July 2017–Present*

- Draw blood from donors and monitor donors for any reactions/ violation of safety
- Manage donor floor staff

University of Kentucky*Wildcard ID office***Lexington, KY***September 2016–May 2018*

- Problem-shoot issues students/ faculty members may have regarding their school ID
- Process and develop new student school ID's as well as ID's for medical workers and police officers
- Conduct an audit of all transactions via cash, credit, check, and PLUS account

University of Kentucky Research Center*Caller***Lexington, KY***May-August 2017*

- Conducted confidential research calls for CDC to residents within the state of Kentucky

*Peer mentor**August 2015- May 2016*

- STEMcats Program (STEM= Science, Technology, Engineering, Mathematics)
- Help freshman students transition into their majors and facilitate retention
- Hold study sessions for students
- Supervise and aid students in research conduction while in research lab

TECHNICAL AND LANGUAGE SKILLS

- Software skills: Proficient in Microsoft Word, Excel, and PowerPoint.
- Foreign languages: Intermediate in speaking, writing and reading for Spanish
- CSL plasma Phlebotomy and Donor Support technician certified
- Laboratory skills with data collection, centrifuging, and research documentation

VOLUNTEER EXPERIENCE

- Martin Luther King Wildcats for Service, UK; Awarded most hours recorded for single volunteer (2016)
- Martin Luther King Wildcats for Service, University of Kentucky; Leadership Development and Education Chair (2016-2018 school year)
- Zeta Phi Beta sorority Inc., Iota Mu Chapter, University of Kentucky; Most volunteer hours for chapter in Great Lakes region (2017, 2018)
- Lexington Catholic Action Center (Lexington, KY); Help sort clothing and arrange shop for service
- Lexington Habitat for Humanity Restore, (Lexington, KY); Organize stock and create paint

SYDNEY BURDIN

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EDUCATION

Master of Health Care Services

Xavier University, Cincinnati, Ohio

Expected date of graduation

May 2022

Bachelor of Science in Business Administration

Ohio Northern University

Major: Pharmaceutical and Healthcare Business

Concentration: Human Resources Management

May 2019

EXPERIENCE

Resident Director

August 2017 – May 2019

Ohio Northern University

- Conducted weekly group meetings and biweekly individual meetings with four staff members
- Addressed conduct issues through one on one meetings with residents and referrals to Conduct office, Counseling center, or Student Affairs department
- Maintained the facility through relationships with Physical Plant and Student Affairs office

Community Management Intern

May 2018 – July 2018

Walgreens

- Assisted Store Manager in monthly audit
- Developed and execute customer feedback program by talking to all customers and
- Managed sales team of 15 and address POS issues

Resident Assistant

August 2015 – May 2017

Ohio Northern University

- Built a sense of community and welcome living environment within the residence halls through programing and events for 60 residents

Bear Ambassador

May 2018 – July 2018

Ohio Northern University

- Provided walking tours to prospective families ranging from four to 45 people in order to help recruit new students while showcasing campus in a welcoming and professional manner
- Organized daily scheduling of campus tours by communicating with department heads to schedule educational department meeting and counselors to schedule admissions meeting

PROFESSIONAL MEMBERSHIPS

Pharmacy Liaison, Healthcare Business Association, April 2016-May 2018

- Created a working relationship between the Healthcare Business Association and the Pharmacy Council
- Worked directly with the College of Pharmacy student council on projects and events

Kappa Psi Pharmaceutical Fraternity Inc., December 2013 – September 2018

- Promoted fellowship, industry, sobriety, and high ideals, through networking and advocacy
- Social chair for one year, organizing events for the brotherhood and partnering with other groups on campus

JACK CRIPPEN

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

University of Dayton, Dayton, Ohio

Bachelor of Science, Psychology

May 2019

EXPERIENCE

Miami Valley Hospital, Premier Health

Human Resources Intern

Dayton, Ohio

May 2018–January 2019

- Organized and interpreted data for diversity initiatives
- Assisted in and reported on HR investigations involving employee incidents
- Designed presentations to be used by the Miami Valley Hospital Human Resources Director
- Conducted employee file audits

University of Dayton Center for Leadership

Student Manager

Dayton, Ohio

May 2019–August 2019

- Coordinated team of students in day-to-day activities
- Acted as contact point between students and program managers
- Oversaw center food and material supply for each program

Student Employee

January 2016–May 2019

- Assembled materials for professional development, emerging leader, and executive development programs
- Addressed customer service needs during programs
- Recorded and analyzed program feedback in regular reports
- Supervised summer camps run by the Center

TECHNICAL AND LANGUAGE SKILLS

- Software skills: Proficient in Microsoft Word, Excel, Publisher and PowerPoint. Working knowledge of Microsoft Access. Intermediate knowledge of Adobe Acrobat DC, Photoshop, Illustrator and InDesign
- Communication Skills: Extensive experience in customer service through interaction with a variety of individuals

MEMBERSHIP AND AFFILIATIONS

Institute for Applied Creativity Certificate

August 2016–May 2019

- Created projects both in the school and the community to find innovative solutions to modern day problems
- Work with students of various other majors to develop problem solving skills that reach outside of each member's perspective major
- Developed unique perspectives on common issue by working with the experienced staff of the University on various project

AKHIL DAMIDI

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

Michigan State University, East Lansing, Michigan

Bachelor of Science, Biology

August 2018

HEALTHCARE EXPERIENCE

Cincinnati Health Department

Intern

Cincinnati, Ohio

May 2020-Current

- Public Relations and Social Media

Beaumont Hospital

Patient care volunteer

Royal Oak, Michigan

May 2017–August 2017

- Greet, direct, and escort patients and visitors
- Volunteered over 50 hours of general hospital transport

Flint Childrens Center

Student Volunteer

Flint, Michigan

June 2015–July 2017

- Shadow physicians, file paperwork, and schedule patients
- Dedicated over 100 hours

Remote Area Medical (RAM)

Vision Center Volunteer

Wytheville, Virginia

May 2016

- Provide primary vision care to underserved population in a free clinic
- Served over 200 patients in a 3-day span

Hurley Medical Center

Student Volunteer

Flint, Michigan

June 2015–August 2015

- Stock ER and exam rooms with medical supplies and assist medical staff with patient care duties
- Volunteered for over 70 hours

WORK EXPERIENCE

Suburban Collection

Sales Consultant

Sterling Heights, Michigan

October 2018–May 2019

- Assist customers by selling and providing information on automobiles. Implemented customer service and sales techniques to over 100 customers
- Performed sales presentations over 10 times per week

Michigan State University Recreational Services

Basketball Official

East Lansing, Michigan

January 2018-May 2018

- Set up, organize, and officiate recreational intramural sports. Made strides in being a vocal leader, working as a team, and working under pressure. Officiated over 50 games.

SKILLS

- Communication
- Teamwork
- Sales Presentation

KRISTINA DEAN

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

Rhodes College, Memphis, Tennessee

Bachelor of Arts, Psychology

May 2007

PROFESSIONAL EXPERIENCE

LEDIC Realty Group

Property Manager

Montgomery, Alabama; Memphis, Tennessee

March 2019–August 2019; October 2015–March 2017

- Supervised a staff of 22 individuals to manage multiple properties consisting of 800+ apartments
- Increased profits from 60% to 85% within a 12-month timeframe by restructuring property operations
- Managed properties' operations, budgets, profitability, and expenses with a revenue line totaling \$5,000,000+
- Assisted multiple properties with operations and provided operational guidance
- Audited properties within Asset Manager's portfolio quarterly

Elevation Property Management

Property Manager

Montgomery, Alabama; Memphis, Tennessee

April 2017–February 2019; October 2011–October 2015

- Supervised a staff of 12 individuals to manage property with 600+ apartments
- Developed and managed an annual budget of \$3,000,000+
- Increased property occupancy from 65% to 85% through increased marketing efforts and advertisements
- Coordinated and executed building and apartment \$775,000+ renovation projects
- Collaborated with team committee to create standardized addendums and policies for all managed properties
- Administered internal compliance audits as well as trained staff on housing compliance regulations

Tennessee Housing Development Agency

Compliance Monitor

Nashville, Tennessee

April 2008–November 2010

- Conducted 110+ THDA program audits annually, meeting division goal of 8 audits per month
- Prepared written reports about audit findings and required corrections, exceeding division goal of 10-day turnaround with 97% accuracy
- Provided compliance training to 400+ management agents/property owners about how to meet federal housing program regulations at Southeastern Affordable Housing Management Association Regional Conference
- Developed and provided training for 300+ management agents/property owners for a web-based tax credit compliance software

HEALTHCARE EXPERIENCE

- Neonatal Intensive Care Unit Volunteer, Baptist East Memorial Hospital, May 2018–March 2019

RYAN DEPIETRO

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 depietror@xavier.edu | (513) 745-3392

EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

University of Cincinnati, Cincinnati, Ohio

Bachelor of Arts, Psychology

May 2018

EXPERIENCE

M.E. Lyons YMCA*Assistant Swim Coach***Cincinnati, Ohio***August 2018–Present*

- Excellent communicator, motivator, and team performer
- Ability to schedule training sessions for groups and hold team meetings
- Knowledge of protecting injuries during practice session and while competing
- Skilled in administering first aid, applying codes and policies, and multi-tasking

Poke Hut*Assistant Manager***Cincinnati, Ohio***August 2018–May 2019*

- Recruited new staff, trained and developed existing staff
- Ensured high standards of customer service were always observed
- Handled customer complaints
- Devised and implemented marketing and promotional campaigns

Mt. Lookout Swim Club*Head Swim Coach***Cincinnati, Ohio***March 2018–August 2018*

- Developed 200+ athletes' technique and teamwork skills.
- Led a team of coaches and parents to complete team-oriented tasks.
- The team was able to win the Silver Division, place second overall, and win most improved team.

LEADERSHIP EXPERIENCE

The University of Cincinnati | Division 1 NCAA Men's Swimming and Diving*2014–2018**Captain*

- Communicated clearly between the team and the coaches to help unify the program.
- Organized the actions of the athletes at practices and competitions.
- Participated in leadership conferences.

Member

- Developed time management skills by balancing a full class schedule with athletics in order to be efficient, driven and able to work on a tight schedule.
- Goal-oriented through working daily to overcome challenges in the classroom and in competitions.
- Provided communication by working with teammates and coaches to solve problems and reach the same goals.

HONORS/AWARDS

- Bearcats STRONG (Leadership Award- Excellence in academics, community, personal wellness)
- Dean's List (3.4 Semester GPA)
- 400 Individual Medley Conference Champion
- NCAA Scholar All-American

AMANDA FRONK

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

Wright State University, Dayton, Ohio

Bachelor of Science, Rehabilitation Services, *cum laude*

Minor, Psychology

Dec 2018

RELEVANT EXPERIENCE

Wright State University

Internship-Office of Disability Services

Dayton, Ohio

August 2018–December 2018

- Assisted students with disabilities as an in-class reader/writer to enable them to fully access educational opportunities
- Co-facilitated October 2018 Scholars Ohio STEM Ability Alliance meeting for 25 students and presented information on professional development topics
- Planned, coordinated, and moderated discussion panel on disability, careers, and employment for 30 participants and five panelists
- Researched content, drafted, and edited bi-weekly newsletter on topics of disability and employment
- Completed resume critiques and performed mock interviews with students applying for the Workforce Recruitment Program, a federal initiative to help students with disabilities access federal internships and job opportunities

Raiders on the Autism Spectrum Excelling (R.A.S.E.) Transition Coach

August 2017–December 2018

- Motivated students as a peer coach with assigned program participants on the Autism Spectrum
- Developed students in five competency areas: self-advocacy, study and organizational skills, resiliency, technology and social skills
- Documented case notes into an online database and monitored progress in program competency success factors

Meijer

Pharmacy Technician

Dayton, Ohio

April 2016–April 2017

- Built, maintained, and updated patient electronic health records
- Entered prescriptions into pharmacy data management system and processed billing through insurance
- Identified future needs and recommended appropriate vaccinations and health screenings

VOLUNTEER EXPERIENCE

- Catholic Charities Southwestern Ohio, Assistant Computer Lab Teacher, *November 2019 – Present*
- Girl Scouts of Western Ohio, Co-facilitator, *September 2016–December 2016*

PROFESSIONAL ORGANIZATIONS

- American College of Healthcare Executives, student member
- International Association of Rehabilitation Professionals, member

LOGAN GRAHAM

3800 Victory Parkway | Cincinnati, OH, 45207
 grahaml7@xavier.edu | (513) 745-3392

EDUCATION

Xavier University <i>Master of Health Services Administration & Master of Business Administration</i> Expected date of graduation	Cincinnati, OH May 2022
Lake Forest College <i>Bachelor of Arts in Neuroscience, Chemistry minor</i> • Senior Neuroscience Leadership Award • Grace Elizabeth Groner fellow	Lake Forest, IL May 2017

EXPERIENCE

Winnetka Animal Hospital <i>Veterinary Technician</i> • Served as lead technician for all surgeries and dental procedures, successfully completing up to 12 surgeries per week • Managed inventory levels and orders, ordering from five major veterinary companies twice weekly • Analyzed lab specimens for culture and microscopic examination • Collaborated with a team of four veterinarians and eight technicians in long term patient care	Winnetka, IL October 2017–August 2019
Nick's Neighborhood Bar and Grill <i>Server</i> • Served as an integral founding member of the team, raising the restaurant from opening night to a successful business • Led the training of new team members and applied sales techniques to promote new products	Wilmette, IL June 2013–October 2018

VOLUNTEER EXPERIENCE

Big Brother Big Sister <i>Big Sister</i> • Mentor my "little sister" twice monthly in school, personal, and family issues	Metropolitan Chicago, IL & Butler County, OH January 2019 - present
Falmouth Heritage Renewal <i>Heritage Renewal Intern</i> • Remodeled and reconstructed a historic house on Good Hope Plantation • Led meetings with community members surrounding the importance of historic and cultural preservation	Falmouth, Jamaica Summer 2017
Monteverde Institute <i>Medicinal Plant Intern</i> • Designed and constructed two medicinal plant gardens and a free medicinal plant database for use in the Monteverde community • Devised methods for preparing and storing various plants for practical medicinal use	Puntarenas, Costa Rica Summer 2015
DeBurman Parkinson's Laboratory <i>Richter Research Scholar</i> • Created familial mutations of alpha-synuclein, the major constituent of Parkinson's disease • Facilitated weekly journal club meetings with the lab to discuss current progress and future goals	Lake Forest, IL Summer 2014

COLTON GRANT

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

Utah State University, Logan, Utah

Bachelor of Arts, Finance

December 2018

EXPERIENCE

USU Credit Union

Logan, Utah

Financial Accounts Specialist

May 2018–August 2019

- Provided financial services including loans, certified deposits, and wires
- Worked with individuals on what their financial goals were and what services we could provide them
- Received training on how a financial institution is managed and administered

Café Sabor Restaurant

Logan, Utah

Server

May 2016–June 2018

- Committed to performing physically and mentally strenuous labor, with regular 11-hour work days
- Collaborated with the head of human resources on how to improve conditions within the company
- Developed an understanding of the needs of consumers, and how to create a positive experience for them

Cold Stone Creamery

Logan, Utah

Head Supervisor

January 2016–June 2016

- Became a supervisor after 4 months by showing greater commitment to the business than those that had worked there longer

TECHNICAL AND LANGUAGE SKILLS

- Fluent in Spanish, with an understanding of the Hispanic Culture
- Exceptional experience in Microsoft Excel and Word
- CPR certified

VOLUNTEER EXPERIENCE

- Financial Clerk at Local Congregation, July 2016–September 2017
- Missionary for the Church of Jesus Christ of Latter-Day Saints September 2012–October 2014

SCOTT HENRY

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 Henrys7@xavier.edu | (513) 745-3392

EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

Folsom Lake College & Colorado Mesa University

Biology, Chemistry, & Mathematics courses

January 2015 – December 2016

Saint Mary's College of California, Moraga, California

Master of Arts, Kinesiology

Dec 2014

Brigham Young University – Idaho, Rexburg, Idaho

Bachelors of Science, Recreation Management

Apr 2013

EXPERIENCE

Sam's Club*Tire Technician***Florence, Kentucky***October 2018–Current*

- Worked with a multidepartment team of four to reduce on-hand inventory by teaching inventory processing methods to maintain proper on-hand inventory levels resulting in a \$30,000 recovery
- Communicated verbally with customers in-person and over the phone to develop strong customer relationships resulting in consecutive sales and highly satisfied repeat customers

CrossFit Inc.*Event Manager Intern***San Jose, California***September 2013–June 2014*

- Worked with the regional event manager and three assistant event managers to coordinate schedules for 300 volunteers ensuring adequate coverage and support during three-day 20,000 attendee event
- Worked with contracted vendor manager to regulate and monitor on-site vendor activities during the five-day 100,000 attendee event to ensure all contractual agreement compliance

City of Rexburg*Recreation Department Intern***Rexburg, Idaho***September 2012–April 2013*

- Worked with department manager to organize inventory and create an inventory tracking system reducing equipment loss and cost

BYU-Idaho*Campus Event Manager***Rexburg, Idaho***April 2012–April 2013*

- Recruited, organized, and led a team of twelve to create, market, and manage a new campus event leading to a 30% increase in event participants for each consecutive event

TECHNICAL AND LANGUAGE SKILLS

- Software skills: Proficient in Microsoft Word, Excel, and PowerPoint. Beginning knowledge of Adobe Photoshop and Illustrator

VOLUNTEER EXPERIENCE

- Observed laparoscopic salpingectomy and endometrial ablation, Bethesda North Minimally Invasive Surgery Center, October 2019
- Observed full-mouth extraction and laser periodontal therapy, Elison Oral Surgery, and Ridge Crest Periodontists, March 2017

SARAH E. LEIPHAM

3800 Victory Parkway | Cincinnati, OH 45207
leiphams@xavier.edu | (513) 745-3392

EDUCATION

Xavier University Master of Health Services Administration Expected date of graduation	Cincinnati, OH May 2022
Penn State University Bachelor of Arts, Psychology Bachelor of Arts, Political Science	University Park, PA May 2019

HEALTHCARE EXPERIENCE

Arnot Health <i>Patient Experience Intern</i>	Elmira, NY May 2018–August 2018
<ul style="list-style-type: none">• Championed excellent patient care through the implementation of initiatives for a regional healthcare system, consisting of three hospitals and a multi-specialty group practice• Utilized Press Ganey scores to report care outcomes and designate areas of improvement• Enriched data collection and analytics by redesigning Service Complaint/Grievance software and streamlining input processes• Aided in new departmental policy change according to Joint Commission accreditation standards• Assisted in the coordination and execution of the organization's Leadership Development Institute for over 100 healthcare leaders and physicians• Led a team of five in executing goals for organization's annual employee wellness fair	

OTHER EXPERIENCE

Congressman Tom Reed's District Office <i>Congressional Intern</i>	Corning, NY May 2017–August 2017
<ul style="list-style-type: none">• Answered approximately 50 constituent phone calls per day to answer various inquiries• Helped plan and execute four district-wide events through invitee networking and follow-up• Performed legislative research	
Penn State Homecoming <i>Alumni Relations Director</i>	University Park, PA December 2017–October 2018
<ul style="list-style-type: none">• Implemented an alumni speaker event, held in collaboration with the Penn State Alumni Association• Led a group of five student captains in highlighting successes of and involving university alumni• Worked with 16 fellow directors to increase the presence of Homecoming throughout the community	
Penn State Dance Marathon <i>Fundraiser</i>	University Park, PA September 2017–February 2018
<ul style="list-style-type: none">• Shared THON's mission of ending childhood cancer through four fundraisers, outreach, and education. Efforts culminated in a total of \$9,000 raised for families impacted by childhood cancer and the opportunity to participate in the 46-hour no-sitting, no-sleeping dance marathon	

PROFESSIONAL AFFILIATIONS

- American College of Healthcare Executives, member, September 2019–present

STEFAN R. MCINTYRE

3800 Victory Parkway | Cincinnati, Ohio 45207
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EDUCATION

Xavier University Master of Health Services Administration	Cincinnati, Ohio <i>Expected May 2022</i>
Ohio State University Bachelor of Arts, Social & Behavioral Sciences	Columbus, Ohio <i>June 2008</i>

HEALTHCARE EXPERIENCE

Planes Commercial Services <i>Account Executive & Senior Project Manager</i>	Columbus, Ohio <i>June 2013–July 2019</i>
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- Created and grew relationships with three major local health systems
- Managed projects from inception to completion, tracked costs daily, and monitored budget to ensure positive margin
- Coordinated interdepartmental efforts to streamline project closure which resulted in more timely invoicing
- Evaluated processes to maximize efficiency, minimize errors, and prevent workplace injuries

<i>Nationwide Children's Hospital - Pandemic Supply Project</i>	<i>December 2016–January 2017</i>
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- Relocated approximately 30,000 square feet of pandemic supplies during facility construction
- Assisted in review of existing supplies to ensure inventory compliance
- Restructured supply layout to increase access to critical inventory and facilitate replacement of expired inventory as needed

<i>Ohio State University Comprehensive Cancer Center</i>	<i>April 2014–December 2014</i>
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- Provided transition planning guidance during fit-out of new 21-level hospital and research facility
- Coordinated logistics and tracked all shipments from manufacturer/vendor to warehouse or hospital
- Managed inventory and scheduled delivery of 25,000+ pieces of medical equipment
- Completed project ahead of time and under budget

ADDITIONAL WORK EXPERIENCE

Jones Lang LaSalle <i>Facility Manager & Project Manager</i>	Dublin, Ohio <i>April 2008–June 2013</i>
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- Managed 76,000 square foot commercial office building, dispatched facility work orders, and established preventative maintenance schedule for building systems
- Coordinated joint effort between client's Global Security and Corporate Real Estate teams to implement chain of custody process for issuing building keys and rekey 700,000 square foot campus
- Completed annual growth forecasting and adjacency planning to support client's organizational needs

PRESENTATIONS

Commercial Relocation Network Conference <i>Healthcare Activation: A Plan for Successful FF&E Projects</i>	Las Vegas, Nevada <i>April 2018</i>
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ALYSSA MILLER

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

Master of Business Administration

Expected date of graduation

May 2021

University of Kentucky, Lexington, Kentucky

Bachelor of Science, Kinesiology, cum laude

Graduation date

May 2019

HEALTHCARE EXPERIENCE

Beacon Orthopedics**Cincinnati, Ohio***Administrative Intern**January 2020- Present*

- Completing projects for the VP of Operations
- Completed annual business reviews for physicians and ASC utilization project
- Participate in manager meetings for software integration and physician acquisitions

Cincinnati Eye Institute**Cincinnati, Ohio***Administrative Intern**May 2018– August 2018*

- Completed projects for the VP of Operations
- Completed department utilizations, reviewed lease contract stipulations, contributed to the Disaster Preparedness Team
- Participated in Operation Team and Clinic Manager meetings

*Research Assistant**June 2017– August 2017*

- Designed clinical research project in patients with macular degeneration
- Prepared and submitted research plan for Institutional Review Board approval
- Enrolled patients in the trial, performed research testing, and analyzed data

*Patient Services Assistant**June 2015– August 2015*

- Provided support to Ambulatory Surgery Center leadership
- Database management using patient electronic medical records
- Prepared patient charts, pre-admission, and consent forms as necessary

Mercy Health- West Hospital**Cincinnati, Ohio***Hospital Administration Rotation**May 2018*

- Shadowed in the ICU, Emergency Department, Sterile Processing, Transportation, Core Lab, Radiology, and Cardiac Catheterization Lab
- Participated in Volume Meeting with executives and clinic managers
- Met with the CEO, CFO, COO, and CNO regarding their leadership roles

ALEXANDER P. MORAN

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

University of Wisconsin, Green Bay, Wisconsin

Bachelor of Arts, Business Administration

May 2019

EXPERIENCE

UC Health West Chester Hospital

West Chester, Ohio

Administration Intern

March 2020—Present

- Supported project work on clinical and non-clinical operations, such as process improvement, strategy, quality and patient safety
- Organized and led a project team to standardize processes of Covid-19 screening in all entrances of the hospital for associates and patients.
- Developed report outs on metrics for pain reassessment audits as well as bed side shift change reports

Advocate Aurora Health

Green Bay, Wisconsin

Operations Improvement Intern

May 2019—August 2019

- Optimized Wound clinic productivity and team-based care model integration in family practice clinics.
- Observed processes, collected data, and collaborated with a team to generate report outs for senior administration
- Optimized schedules to ensure daily productivity and efficiency
- Ensured staff is working effectively at the top of license
- Used Lean and Six Sigma methodology to understand processes within the organization

Aurora BayCare Medical Center

Green Bay, Wisconsin

Hospital Administration Intern

May 2018—September 2018

- Rotated through each clinical and support department to understand the intricacies of hospital operations
- Reported directly to the president of Aurora BayCare Medical Center
- Met with middle and upper management to better understand the day-to-day challenges of different departments

SKILLS

- Proficient in Medical Software: Epic
- CPR certified
- Software skills: Proficient in Microsoft Word, Excel, and PowerPoint.

VOLUNTEER EXPERIENCE

- Treasure for Xavier's MHA class of 2022, Xavier University, Cincinnati, Ohio, November 2019 —present
- Patient Experience Volunteer, Aurora BayCare Medical Center, Green Bay, Wisconsin, January 2018—August 2019
- Co-Founder of the Humboldt Park Charity Tree, Chicago, Illinois, June 2017—present
- Fundraising Committee Member on the Leukemia and Lymphoma Society, Chicago, Illinois, March 2016—January 2018
- Big Brother Mentor Big Brothers Big Sisters, Green Bay, Wisconsin, October 2011—May 2013

DOUGLAS N. NASBY

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Master of Business Administration

Expected date of graduation

May 2022

University of Minnesota, Crookston, Minnesota

Bachelor of Science, Health Management

December 2018

EXPERIENCE

United States Navy, Hospital Corpsman

Supply Chain Manager

Groton, Connecticut

February 2017–March 2019

- Created clinic safety policies as a department representative of the Environment of Care team (EOC)
- Spearheaded a 5S (Sort, Straighten, Shine, Standardize, and Sustain) project which resulted in a one-time savings of \$12,500 and reorganized the work center which led to an increase in efficiency and a reduction of waste
- Planned and coordinated equipment installs, facility repairs, and sale representative visits to maintain and support a facility that delivers high quality of care
- Directed a multi-facility project designed to standardize the operating procedures and processes of four dental clinics located in the North East region
- Generated technical reports for new equipment and hazardous materials to improve customer satisfaction
- Led a Lean Six Sigma project to improve dental prostheses generation as the designated project Green Belt; the project met its objective of reducing prosthesis processing time by 30%

Front Line Supervisor

Jacksonville, Florida

January 2014–February 2017

- Coordinated care with physicians and senior-level managers in a fast-paced environment which required critical thinking skills, decision-making skills, and communication skills
- Supervised five staff members at the front desk and records office; collaborated with team to deliver a high quality of customer service to over 10,500 patients a year
- Trained new staff members on policies and procedures of the front desk and administrative office
- Managed the day-to-day operations of 12 providers and 16 technicians who treated over 22,349 patients a year which resulted in an average overall readiness of 98.4%

Elite One Sports Performance

Personal Trainer

Apple Valley, Minnesota

September 2011–May 2013

- Educated clients on various exercises, running techniques, exercise plans, and diet
- Created custom exercise plans up to six weeks in length for individuals and teams
- Coached large teams of 20 plus participants in drills and exercise routines

VOLUNTEER EXPERIENCE

- Class Facilitator, Department of Defense (DoD) STARBASE, February 2017–March 2019
- Event Manager, Navy Moral, Welfare, and Recreation (MWR), February 2014–March 2019
- Wreaths Across America, December 2018
- Security Volunteer, Tough Mudder, August 2017

JACOB L NELSON

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

Brigham Young University-Idaho, Rexburg, Idaho

Bachelor of Science, Healthcare Administration

May 2018

HEALTHCARE EXPERIENCE

Hospital Administration Intern

UC Health - West Chester Hospital

West Chester, OH

May 2020–Present

- Assist in preparations for The Joint Commission site visit by executing consistent regulatory rounds under the direction of senior leadership.
- Support the workflow of COVID-19 patient screening at the main hospital entrance.

Operations Manager

MedData

Draper, Utah

September 2018–August 2019

- Effectively managed \$75M of open workers' compensation claims annually through the mobilization of high-performance teams.
- Drove improvement of collection rates by decreasing average A/R days by 23%, through the expansion of electronic billing capabilities of payers.

Hospital Administration Intern

Intermountain Healthcare – McKay-Dee Hospital

Ogden, Utah

April 2018–August 2018

- Leveraged financial controllership skills as assigned by the executive leadership team by evaluating resources, calculating costs, and introducing effective practices to mitigate over-spending by \$500k annually.
- Led a highly collaborative team to identify financial and logistical solutions for departmental relocations of two expanding service lines, facilitating timely project completion within budget.

Business Development & Strategy Intern

University of Utah Health

Salt Lake City, Utah

April 2018–August 2018

- Provided extensive data analysis of clinical training forecast trends of business affiliates and partners, identifying an additional 30% of uncaptured growth.
- Prepared in-depth market analysis for employer-based onsite health clinics, allowing for the expansion of three additional University of Utah Health clinics during the 2018-2019 fiscal year.

Director of Tennis Operations

Cathedral Oaks Athletic Club

Santa Barbara, California

May 2014–March 2018

- Managed \$450,000 annual operational budget, meeting by at least 5% annually through effective forecasting and planning.
- Facilitated \$1.5M capital improvement project of the facility; conceptualized plans, executed cost evaluations, obtained bids and hired vendors that would bring quality and creativity to the project.

MARY H. OSTIGNY

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Master of Business Administration

Expected date of graduation

May 2022

University of Cincinnati, Cincinnati, Ohio

Bachelor of Health Sciences

May 2018

EXPERIENCE

Hamilton County Public Health Department

Cincinnati, Ohio

Administrative Intern

June 2020–Present

- Interview persons who have been reported to have COVID-19 elicited relevant health and close contact information
- Maintain records on all delinquent and/or non-conforming patients
- Perform a variety of duties relating to the preparation of reports, entering personal data on patient registers and preparing correspondence to send to patients.

University of Cincinnati Medical Center

Cincinnati, Ohio

Medical Assistant

May 2017–July 2018

- Verified patient information by interviewing patient; recording medical history; confirming purpose of visit
- Individually performed minor procedures on patients while assisting doctors on operations out of my jurisdiction
- Drew blood, performed rapid tests and collected specimens to be sent out for lab analysis as ordered by provider

Choice Physical Therapy

Cincinnati, Ohio

Outpatient Rehabilitation Volunteer

September 2016–April 2017

- Applied core knowledge from my major and used it towards providing care and support to senior patients
- Became familiar with conventional medical technology regarding physical therapy routines, such as force plates and goniometers

TECHNICAL AND LANGUAGE SKILLS

- Software skills: Proficient in Microsoft Word, Excel, and PowerPoint.
- CPR certified

VOLUNTEER EXPERIENCE

- Volunteer, Junior League of Cincinnati, May 2019– Present
- Girl Scout Leader, Orion Academy, August 2015–April 2016
- Tutor for Rothenberg Preparatory Academy, October 2015–April 2017
- Volunteer, Go Local, April 2016– Present

KELSEY A. O'SULLIVAN

3800 Victory Parkway | Cincinnati, OH, 45207
Osullivank2@xavier.edu | (513) 745-3392

EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected May 2022

Master of Business Administration

Expected May 2022

University of Louisville, Louisville, Kentucky

Bachelor of Science, Psychology, Minor in Spanish

May 2019

HEALTHCARE EXPERIENCE

UCHealth Highlands Ranch Hospital

Highlands Ranch, Colorado

Health Administration Intern

June 2020–August 2020

- Worked with Vice President of Operations and Director of Finance on year-end financial statements
- Analyzed data and created financial reports

Aperture Credentialing

Louisville, Kentucky

Credentialing Support Analyst

June 2018–Present

- Assigned special projects with over 300 files monthly to provide top-tier clients with quick, up-to-date credentials on providers in their network
- Exceeded production levels each month by 30% on average

Humana

Louisville, Kentucky

Provider Concierge Unit Intern

June 2017–August 2017

- Process advanced insurance claims from customers in a timely manner
- Converted paper filing system from old offices to a new system

St. Elizabeth Hospital

Edgewood, Kentucky

Student Shadow Rotation

June 2018

- Engaged in meetings and oversaw a variety of positions in healthcare administration

TECHNICAL AND LANGUAGE SKILLS

- Proficient in Microsoft Word, Excel, and PowerPoint.
- Conversational knowledge of Spanish.

LEADERSHIP AND VOLUNTEER EXPERIENCE

- Community Service Liaison for MHSa Class of 2022
- Vice President of Administration, Pi Beta Phi, January 2018–December 2018
- Tutor at Hays-Porter Elementary School, Cincinnati, Ohio, September 2019–present
- Tutor at Camp Taylor Elementary School, Louisville, Kentucky, August 2016–May 2019

PROFESSIONAL ORGANIZATIONS

- American College of Healthcare Executives (ACHE)
- Pi Beta Phi Alumnae Club

EVAN P. PEARL

3800 Victory Parkway | Cincinnati, OH, 45207
pearle@xavier.edu | (513) 745-3392

EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

Purdue University, West Lafayette, Indiana

Bachelor of Science, Agribusiness Management

May 2019

EXPERIENCE

CareStar

Administrative Services Coordinator

Cincinnati, OH

May 2020-Present

- Organized and assembled Request for Proposal Responses for business development.
- Conducted physician verification phone calls for the Ohio Home Care Wavier Program.
- Processed accounts payable weekly by inputting invoices and expenses using Great Plains software.
- Assisted the clinical team by making phone calls and completing questionnaires for individuals applying for home care waivers.
- Performed audits of Indiana case managers' documents for quality assurance.

Westminster Village

Server

West Lafayette, Indiana

March 2013-April 2020

- Prepared and served meals to over 150 residents, possessing the necessary training and interpersonal skills to serve residents in all four dining rooms.
- Collaborated with nursing and therapy departments to manage the individual dietary plans of each resident.
- Completed monthly training modules, in accordance with company, state, and federal policies.
- Administered training to over 50 new-hire employees, in line with company goals and objectives.
- Discovered and implemented new ways to better serve residents suffering from memory loss, gleaned from attending annual dementia and hospitality workshops.

INTERNATIONAL EXPERIENCE – Germany, France, Spain, Poland, Czech Republic, Cuba

- Interacted with people from different cultures, cultivating new language/communication skills en route.
- Experienced living in countries with divergent economies and types of government, expanding my understanding of the global marketplace and increasing my interest in geo-politics and current affairs.
- Developed budgeting and planning skills by financing, planning, and organizing my trips abroad.

ACTIVITIES AND SERVICE

- Church of the Blessed Sacrament, West Lafayette, IN, Server, Lector, youth volunteer and lifelong member
- Knights of Columbus, West Lafayette, IN, second degree knight February 2015–Present
- Purdue Dairy Judging Team National Competitor, West Lafayette, IN January 2011–December 2014
- Tippy Stars softball team for students with disabilities, West Lafayette, IN, assistant coach, May 2011-May 2016
- Purdue Dairy Club, West Lafayette, IN, member and social media chair, August 2015-May 2019

LAUREN N. PHILLIPS

3800 Victory Parkway | Cincinnati, OH, 45207
 Phillipsl4@xavier.edu | (513) 745-3392

EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation May 2022

Tennessee State University, Nashville, Tennessee

Bachelor of Science, Health Science

May 2013

Cincinnati State Technical and Community College, Central Park, Ohio

Educational Certificate: Community Health Worker

August 2017

EXPERIENCE

Centers for Medicare and Medicaid Services**Cincinnati, Ohio***Intern**May 2020-Present*

- Interpreted and presented data for three state initiatives
- Trained two interns for onboarding
- Responsible for facilitating and monitoring a department meeting
- Assisted in development of a Medicaid substance use demonstration
- Organized over 100 department documents for more efficient usage
- Developed rhetoric on issues for two state initiatives to obtain administration approval

Primary Health Solutions**Cincinnati, Ohio***Intern**November 2019-February 2020*

- Process improvement measures for clinic intake processes by creating training materials
- Facilitated a relationship with a county department to better serve a population in need, foster children
- Collected and prepared data to reflect federal regulations were being implemented for audit

Job and Family Services**Cincinnati, Ohio***Eligibility Technician**August 2016-July 2019*

- Recognized by management to do special projects including Transitional Medicaid
- Explained program eligibility requirements, rules, regulations, and individual rights and responsibilities to clients
- Developed reports for, testified, and represented the Department at fair hearings and fraud hearings

Vineyard Healing Center**Cincinnati, Ohio***Assessor**May 2017-August 2017*

- Developed referral lists of community service resources for financial, health, medical, and educational assistance
- Completed annual assessments and referrals to client's case information based on their individual needs

Kroger**Cincinnati, Ohio***Floor Manager**August 2005-January 2018*

- Created a new efficiency method for faster checkout rates
- Resolved daily team conflicts or simple disciplinary actions such as attendance

SKILLS AND ABILITIES

- Knowledge of Microsoft Word, Excel, PowerPoint
- Strong presentation skills

COMMUNITY SERVICE

- Liaison between Xavier alumni and current students for People of Color resources, August 2020-present
- Community service coordinator for BarHam Incorporated, September 2018-present
- Development and fundraising board member for Healthcare Connection FQHC, August 2018-present
- Committee Development for All in Cincinnati Health Coalition, December 2019-present
- Volunteer Assessor for Health Center, August 2017-August 2019

KYLE W. RUNGE

3800 Victory Parkway | Cincinnati, OH, 45207
rungek@xavier.edu | (513) 745-3392

EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected Date of Graduation

May 2022

Kent State University, Kent, Ohio

Bachelor of Integrated Sciences, Healthcare Administration

August 2018

EXPERIENCE

Cleveland Clinic

Cleveland, Ohio

Patient Service Representative

February –August 2019

- Oversaw all 8 regional locations and 80 beds total for sleep studies
- Collaborated with physicians and staff to schedule appointments
- Streamlined scheduling protocol for DBS and FMD appointments
- Trained front desk staff on how to properly schedule specialty appointments
- Administered staff messages pertaining to physician and patient needs
- Orchestrated meetings with upper management to correct staffing and scheduling errors

University Hospitals, Portage Medical Center

Ravenna, Ohio

Philanthropy Intern

May–August 2018

- Helped to correlate a grant for 250k for a new pediatric and adult clinic
- Created monthly letters for hospital board members and foundation board members
- Processed donations and mail daily
- Managed hospital scholarship funds and facilitated award ceremony
- Scheduled and attended meetings with community leaders to create critical relations
- Launched research for Lion's Club grant for implementation of inpatient substance abuse facility

US Hotels, Geneva Marina

Geneva, Ohio

Lead Dockhand/ Winter Dock Caretaker

May 2016-August 2019

- Assisted guests with the transportation and dockage of vessels
- Performed routine cleaning duties to maintain quality marina standards
- Provided courteous and exceptional guest service
- Maintained dock integrity throughout the winter months

TECHNICAL AND LANGUAGE SKILLS

- Software skills: Proficient in Microsoft Word, Excel, Publisher and PowerPoint. Working knowledge of Microsoft Access. Intermediate knowledge of Adobe Acrobat DC, Photoshop, Illustrator and InDesign.
- CPR certified

VOLUNTEER EXPERIENCE

- Philanthropy Department Volunteer, University Hospitals, January- May 2018
- Walk to End Alzheimer's, Alzheimer's Association, October 2019
- Pink Ribbon Luncheon, October 2019

BENJAMIN G. SCHOMAKER

3800 Victory Parkway | Cincinnati, OH, 45207
schomakerb@xavier.edu | (513) 745-3392

EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

Miami University, Oxford, Ohio

Bachelor of Science, Public Health, *Dean list*

May 2019

EXPERIENCE

CareStar Inc.

Support Services Coordinator

Cincinnati, Ohio

March 2020 – Present

- Manage accounts payable, ensure all online accounts are paid on time and proper invoices entered into our payment systems. Coordinate with the plan trustee for payments on different banking accounts.
- Project Manager of Requests for Proposals to assess, facilitate and coordinate with different technical writers for the expansion of CareStar's corporate business.
- Development of a streamlined orientation to increase efficiency of onboarding new employees into the CareStar company.

Miami University

Employee Benefits and Wellness Intern

Oxford, Ohio

January 2019–May 2019

- Developed, presented and administered wellness programs to faculty and staff across the university.
- Administered and recorded blood pressure testing for Miami University faculty and staff.
- Monitored and maintained employee fitness room and develop a relationship between patrons and the wellness office.

Human Resources and Staff Development

June 2017–May 2019

- Compiled, analyzed, and interpreted data for annual reports, displaying data in meaningful ways.
- Coordinated office services, prepared safety bulletins, cover letters, and other documents using word processing, spreadsheets, database, or presentation software.
- Aided in job fairs, helped applicants navigate the HR hiring website, and completed reference checks for potential new hires.

Swim Safe Hy-Crest Swim Club

Assistant Manager

West Chester, Ohio

June 2011–September 2016

- Managed a team of 15 lifeguards, created schedules, resolved conflict, and communicated between lower and upper-level management.
- Coordinate events for swim meets, social gatherings, soccer games, and practices.

VOLUNTEER AND MEMBERSHIPS

- American College of Healthcare Executives
- Society of Public Health Education
- Alpha Phi Omega Service Fraternity, Delta Zeta Chapter Miami University Oxford, Ohio
- Oxford Free Clinic Oxford, Ohio

UNDERGRADUATE RESEARCH

- Assessing Electronic Nicotine Device Systems
- Assessing Effectiveness of Compression Wraps during Strength Training

MARY JANE SHAFER

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 shaferm4@xavier.edu | (513) 745-3392

EDUCATION

Xavier University, Cincinnati, OH

Master of Health Services Administration

May 2022

University of Louisville, Louisville, KY

Bachelor of Arts Political Science

May 2019

Universität of Lüneburg, Lüneburg, Germany

German Language Minor

August 2018–December 2018

PROFESSIONAL EXPERIENCE

CareStar, Inc.**Cincinnati, OH***Administrative Services Coordinator**August 2019–Present*

- Develops strategy for projects and coordinates teams within the departments of Marketing, Human Resources, Finance and Business Development.
- Expands business by coordinating with Directors to write Request for Proposals
- Process clinical intake assignments for Medicaid-eligible individuals to receive home health services.
- Experienced in applications including the full Microsoft Office Suite; Adobe Premiere Pro, Illustrator, XD, Acrobat DC, Lightroom, After Effects; Tableau; Indiana Medicaid Portal; Waystar revenue cycle program; CSIS Ohio Medicaid site; and Dynamics Great Plains financial management system.

Norton Hospital**Louisville, KY***Patient Care Associate**May 2017–July 2019*

- Developed plan of care for each patient in coordination with primary care team at a 605-bed teaching hospital, utilizing EPIC to document patient information.
- Performed diagnostic, therapeutic, administrative and service tasks for patients, families and fellow staff.

St. Vincent Hospital**Boonville, IN***Patient Care Technician**June 2016–January 2017*

- Coordinated with primary care team to ensure quality care for 10 patients per shift.
- Performed tasks fundamental for the care and well-being of patients and families.

University of Louisville Student Government Association**Louisville, Kentucky***Secretary, Arts and Sciences Council**August 2015–April 2017*

- Promoted student rights, diversity and fairness on campus through legislation.
- Managed a council of 30 members to facilitate university-wide projects.
- Facilitated communications between council members and local businesses.

COMMUNITY DEVELOPMENT

- Received a \$1000 grant for GLAD House, a not-for-profit located in Cincinnati, OH, 2020
- Chi Omega Fraternity, Beta Gamma Chapter
- German Club, Social Media Director, 2017–2019
- Campus Ministry Leadership Team, Project Coordinator, 2016–2018
- Habitat for Humanity, 2013, 2016, 2017

HONORS AND INTERESTS

- University of Louisville World Scholars Program
- Pi Sigma Alpha Delta Beta National Political Science Honor Society
- American College of Healthcare Executives, Student Associate
- Environmental Sustainability and Preservation

TAYLOR N. SINGLETON

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Singletont3@xavier.edu | (513) 745-3392

EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

Centre College, Danville, Kentucky

Bachelor of Science, Psychology

May 2019

EXPERIENCE

IPM Corporation

Asheville, North Carolina

- IPM Corporation is a property management company in Asheville. Responsibilities included electronic fund management of homeowners, communication with vendors, and developing financial reports for homeowners' associations

University of Maryland

Hendersonville, North Carolina

Research and Marketing

May 2018-August 2018

- Dr. Jessica Heriot, adjunct professor at University of Maryland, wrote a book discussing psychotherapy and women's studies. In working with her, responsibilities involved developing promotional events, tracking book sales, and researching studies for a secondary book.

Dental Office

Hendersonville, North Carolina

Shadower

May 2018-August 2018

- This opportunity entailed shadowing three dental professionals observing orthodontics and both pediatric and general dentistry

TECHNICAL AND LANGUAGE SKILLS

- Computer: Windows and Macintosh; Microsoft Word, Excel, PowerPoint and Outlook
- Language: Spanish proficiency

COMMUNITY OUTREACH AND SERVICE

- Morning Pointe Senior Living, Danville, KY 2018
- McCreary County Christian Center, 2013-2018
- Opioid Take Back Day, Whitley City, KY 2019

CAMPUS ACTIVITIES

- Mental Health Research, Centre College, February 2018-May 2019
- Track and Field Team, Centre College, August 2015-2019, Team Captain 2018-2019
- Delta Delta Delta, Centre College, February 2016-2019, Treasurer, 2017-2018
- Centre College Phonathon, Centre College, 2018. I have individually raised over \$15,000.00
- Student Athletic Advisory Committee, Centre College, September 2016-May 2017
- Centre Action Reaches Everyone (CARE), Centre College, August 2017-2019

CAM STOCKDALE

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

Bellarmine University, Louisville, Kentucky

Master of Health Science, Healthcare Leadership

Expected date of graduation

August 2020

Xavier University, Cincinnati, Ohio

Bachelor of Science, Athletic Training

Study Abroad: Loyola University Rome, Rome, Italy

May 2016

Summer 2014

EXPERIENCE

Beacon Orthopaedics and Sports Medicine*Durable Medical Equipment Coordinator***Cincinnati, Ohio**

March 2016–Present

- Collaborate with physicians, clinical staff, and surgical staff to provide bracing services
- Advise physicians on bracing options
- Gather patient histories and provide initial assessments to physicians on patient injuries
- Fit and educate patients on proper bracing protocols
- Evaluate brace usage at eight offices by 26 physicians to ensure proper DME staffing levels
- Analyze brace return statistics and recommend changes leading to a reduction in returns
- Monitor brace inventory for the Northern Kentucky office

Xavier University*Athletic Training Student***Cincinnati, Ohio**

August 2012–May 2016

- Provided medical coverage for seven varsity sports under a preceptor
- Aided the planning of medical services at the 2015 Big East Cross-Country Championships
- Assisted with event setup, taping and emergency medical care, evaluations, rehabilitation and medical documentation
- Presented a Case Study at the Great Lakes Athletic Training Association Symposium

Macy's, Inc.*Resolution Specialist***Cincinnati, Ohio**

March 2015–August 2015

- Deescalated problems with shipping, product defects, ordering, and credit card charges

Cincinnati Zoo and Botanical Garden*Adventure Guide***Cincinnati, Ohio**

May 2015–August 2015

- Interacted with guests, answered questions, operated rides, and directed patrons in the parking lots

TECHNICAL AND LANGUAGE SKILLS

- Software skills: Proficient in Microsoft Office Suite, NextGen.
- Foreign languages: Conversational in Spanish.
- Professional Rescuer CPR/AED certified
- Licensed Athletic Trainer in the State of Ohio

LARIAH THIEL

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thiell@xavier.edu | (513) 745-3392

EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

University of Kentucky, Lexington, Kentucky

Bachelor of Science, Public Health, *cum laude*

May 2019

HEALTHCARE EXPERIENCE

Child Development Center of the Bluegrass

Assistant and Substitute Teacher

Lexington, Kentucky

January 2019–August 2019

- Cared for children ages six months to five, teaching basic fine and gross motor skills.
- Successfully assisted in creating lesson plans.
- Cared for children with developmental disorders.
- Collaborate with a team of teachers, occupational therapists, and physical therapists to create care plan for children with developmental disorders.

ADDITIONAL EXPERIENCE

University of Kentucky

Recruitment Counselor

Lexington, Kentucky

August 2017; August 2018

- Served as a role model and peer counselor for women going through sorority recruitment.
- Performed effective communication, facilitation, and counseling skills with potential new sorority member.
- Upheld the values and standards of myself, my Greek affiliation, the Panhellenic Council, and the university.

Tack House Pub

Server

Lexington, Kentucky

March 2019–August 2019

- Ensured that customers were satisfied with their dining experience by seeking feedback and providing immediate resolution to customer's concerns.
- Successfully opened the restaurant and covered shifts for other co-workers.
- Served approximately 150-300 customers per shift on weekends.

TECHNICAL AND LANGUAGE SKILLS

- Software skills: Proficient in Microsoft Word, Publisher and PowerPoint. Working knowledge of Microsoft Excel.

CAMPUS AND COMMUNITY INVOLVEMENT

- Member of Delta Gamma Fraternity, Lexington, Kentucky, August 2015–present
- Lion's Club of Lexington, Lexington, Kentucky, August 2015–May 2019
- Visually Impaired Preschool Services, Lexington, Kentucky, April 2016–May 2019

EMILY ZELICHENOK

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EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Expected date of graduation

May 2022

Centre College, Danville, Kentucky

Bachelor of Arts, Spanish

May 2019

Shanghai University of Finance and Economics, study abroad, August 2017–December 2017

EXPERIENCE

Affordable Language Services

Cincinnati, Ohio

Qualified Spanish Interpreter

August 2019– Present

- Provide interpreting services as an independent contractor to help overcome communication barriers
- Interpret at the City of Cincinnati Health Clinics, interpreting for medical patients, help with registration and phone calls

Memphis Urban Health Institute

Memphis, Tennessee

Urban Health Intern

May 2018–August 2018

- Shadowed physicians and administrators in different parts of Methodist University Hospital: Patient Rounding, Multispecialty Clinic, Interventional Radiology, Case Management, Faith and Health
- Took a Medical Humanities class where I studied and researched health, well-being, healthcare, and death from the perspectives of humanities
- Examined the social determinants of health and health disparities through readings such as patient and provider narratives

American Medical Center of Shanghai

Shanghai, China

Marketing and Operations Intern

August 2017–December 2017

- Developed marketing material for the company's Chinese social media platforms
- Represented American Medical Center of Shanghai at the ATP 1000 Rolex Masters tennis tournament
- Started a fitness initiative for the International schools in Shanghai

Cobb Law PLLC

Louisville, Kentucky

Intern-Relations, Marketing, Travel

May 2016–August 2016

- Special online website project promoting the new law firm
- Supported the office staff with assistance in paperwork and filing

TECHNICAL AND LANGUAGE SKILLS

- Foreign languages: Fluent in Spanish and Russian
- Software skills: Proficient in Microsoft Word, Excel, and PowerPoint.
- CPR certified

VOLUNTEER EXPERIENCE

- Hispanic Society, Danville, Kentucky, August 2015–May 2019
- Harrodsburg-Mercy County Head Start Daycare, Danville, Kentucky, August 2015–January 2019

FARYAAL ZINDANI

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zindanif@xavier.edu | (513) 745-3392

EDUCATION

Xavier University, Cincinnati, Ohio

Master of Health Services Administration

Master of Business Administration

Expected date of graduation

May 2022

University of Cincinnati, Cincinnati, Ohio

Bachelor of Arts & Science, Neuroscience (Philosophy
Track), *Dean list*

May 2019

Global Health Certificate

EXPERIENCE

Greene County Public Health Department

Xenia, Ohio

Summer Intern

June 2020- present

- Train and credential medically licensed physicians and nurses to respond to outbreak investigations consistent with national standards.

GI Institute

Cincinnati, Ohio

Administrative Assistant

June 2019–January 2020

- Work on administrative projects, communicate with multiple department heads
- Assist Human Resource director on day to day tasks

Pharmacy Technician

January 2019-June 2019

- Compounding medications, data entry, and customer service
- Helping health care providers and patients by answering questions and requests.

CVS Pharmacy

Cincinnati, Ohio

Pharmacy Technician

July 2017-March 2019

- Assisted health care providers and patients by answering questions and requests.
- Filled prescriptions for patients and checked the validity of prescriptions.

VOLUNTEER AND MEMBERSHIPS

- Vice President, Middle Eastern & North African Association
- New Organization Chair, Students Activities Board
- Mental Health Representative, Student Government
- General Body Member, Programs Activities & Council
- Mentor/Tutor, REHMA
- Volunteer, St. Joseph Orphanage
- Medical Assistant (Volunteer), Fatima Bhai Hospital

SKILLS

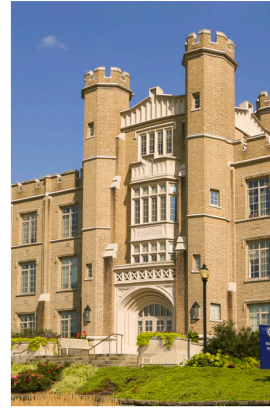
- Computer- Trained in software's Chart and Scope as well as other Microsoft Office Applications (specifically trained in Excel), Microsoft Office Certified
- Fluent in Urdu, Basic Spanish

CERTIFICATIONS

- State of Ohio: Board of pharmacy: Pharmacy Technician



HEALTH SERVICES
ADMINISTRATION



FOR MORE INFORMATION

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MEN AND WOMEN FOR OTHERS:
Thinkers, Inspirers and Leaders in
Health Services Administration