

### **Education**

#### **Bachelor of Arts in English Literature**

***2019-2023***

#### **Minor in Biology and Middle Eastern Peace Studies**

Loyola University of New Orleans, Louisiana

#### **Master of Science in Healthcare Management**

***2023-2024***

Loyola University of New Orleans, Louisiana

### **Internship Experience**

#### **Louisiana Public Health Institute**

##### **Human Resources Intern**

***January 2024 - March 2024***

- Conduct research
- Participate in internal and partner meetings
- Assist with synthesizing findings and drafting documents
- Support staff in writing papers, reports, and dissemination efforts

### **Employment Experience**

#### **The Urgent Care-Westbank and New Orleans,**

##### ***Patient Care Representative***

***November 2020 – July 2021***

- Experience in medical triage and administered vaccines / injections
- Extensive familiarity with Electronic Medical Records (EMR) and medical terminology
- Multitasking in a variety of administrative duties including operating high volume phone calls, collecting copays, scheduling patients accordingly in a fast-paced environment

#### **University of New Orleans**

##### ***Human Resources Analyst A***

***April 2024 - Present***

- Serves as backup to the insurance, absence, and retirement analysts on an as needed basis, meeting with current and former employees to discuss and counsel them regarding various insurances, supplemental retirement plans, leaves, workers compensation, etc.
- Supports the department with annual audits and reports
- Acts as a liaison between internal and external partners