Elliot Park, MHA

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PROFESSIONAL SUMMARY

Driven healthcare and technology professional with a Master's in Healthcare Administration (USC) and software engineering certification from App Academy. Experienced in business operations and project management at UCLA Health, with expertise in full-stack web development (JavaScript, React, Node.js, Python). Passionate about leveraging technology to drive efficiency, optimize workflows, and enhance user experiences. Seeking opportunities to apply a unique blend of industry knowledge and technical skills to create impactful business solutions

SKILLS

- **Programming/Analytics Tools:** JavaScript, Python, Express.js, Flask, SQL, SQLAlchemy, React.js, Redux.js, R, Tableau
- **CRM & Office Tools:** Salesforce, Microsoft Office Suite
- **Soft Skills:** Strategic Planning, Complex Problem Resolution, Data Visualization, Team Leadership

PROGRAMMING PROJECTS

StadiumLive (GitHub Repo)

- Developed StadiumLive, an Airbnb clone, custom API built with Express and Sequelize to manage backend data robustly
- Designed an interactive, user-centric frontend with React that replicates key functionalities, including property browsing, booking management, and secure user authentication
- Integrated a Redux store for efficient state management, enabling real-time updates to enhance the overall user experience

CardConnect (GitHub Repo)

- Developed CardConnect, a digital business card platform with features for creating, sharing, and organizing business cards
- Enabled users to create professional digital business cards by entering personal and professional details, uploading logos/profile pictures, previewing designs, and saving cards to their account
- Designed an intuitive interface for organizing cards into categories, filtering/searching contacts by keywords, and adding personalized notes for future reference

MyPlanner (GitHub Repo)

- Engineered MyPlanner, a Kanban-style task management application with a Flask backend using SQLAlchemy ORM for robust database interactions
- Implemented comprehensive user authentication with secure login, registration, and session management while incorporating CSRF protection and rate limiting
- Created an intuitive React frontend with Redux for state management, featuring customizable boards, sections, and cards to enhance productivity and task organization

WORK EXPERIENCE

UCLA Health   **Los Angeles, CA**
UCLA Biodesign & Innovation Program Coordinator   Nov 2021 - Jan 2023

- Coordinated and delivered strategic projects for UCLA Biodesign's innovation program, including data-driven presentations that influenced key decision-making and improved program visibility
- Optimized recruitment processes for over 50 team members, reducing onboarding timelines by 15% through streamlined workflows and enhanced candidate evaluation techniques
- Cultivated key partnerships with external innovators and entrepreneurs, contributing significantly to the education and guidance of the UCLA Biodesign fellowship program

UCLA Health/Mattel Children's Heart Center   **Los Angeles, CA**
UCLA Mattel CHC/ACHD Surgical Program Coordinator   Jul 2021 - Nov 2021

- Orchestrated comprehensive pre-operative and post-operative care coordination for 80+ patients, achieving over a 90% satisfaction rate by ensuring seamless patient communication and care transitions
- Facilitated weekly presentations of external referrals to a team of 20+ surgeons and residents, evaluating the readiness of patient cases for surgery
- Implemented and standardized workflows on Microsoft Teams, reducing communication delays by 30% and enhancing collaboration among multidisciplinary teams

UCLA Health   **Los Angeles, CA**

COVID-19 Temperature Screening Program Manager   May 2020 - Jul 2021

- Led the implementation and management of a system-wide facility entry screening program for COVID-19, optimizing screening protocols and overseeing operations across 13 stations at UCLA Ronald Reagan Medical Center and UCLA Medical Center, Santa Monica
- Designed a comprehensive screener orientation program, encompassing detailed workflow development and establishment of work standards – reducing training times by 20%
- Delivered actionable workflow improvements, increasing throughput efficiency by 15%

UCLA Health   **Los Angeles, CA**

Administrative Resident   May 2019 - May 2020

- Facilitated and co-led bi-weekly CICARE rounds involving over 40 UCLA Health System leaders, conducting departmental assessments and collaborative discussions to identify and address improvement opportunities

- Played a pivotal role in the successful launch of a strategic campaign aimed at enhancing cultural excellence across the UCLA Health System, involving the revitalization of the CICARE initiative

- Collaborated with the Performance Excellence Department to analyze and enhance procedures for billing processes, resulting in the development of more efficient and current methods for generating patient and hospital bills – improving revenue cycle efficiency by 10%

Pitney Bowes   **Spokane, WA**

Sales Associate   Jul 2016 - Apr 2018

- Leveraged exemplary communication skills to maintain a daily average of 120 sales calls with Pitney Bowes' customers, consistently delivering top-tier sales service and adeptly addressing account and product concerns to achieve high levels of customer satisfaction

- Achieved sales exceeding $30K+ by successfully selling over 300 units of Pitney Bowes' latest product, Smart Link, within a specific timeframe

- Attained recognition in the top 15% of the Spokane division by consistently delivering exceptional results in generating qualified sales figures

EDUCATION & CREDENTIALS

University of Southern California   **Los Angeles, CA**

Master of Health Administration   May 2020

Gonzaga University   **Spokane, WA**

Bachelor of Business Administration,   May 2017
  Finance & Management Information Systems

App Academy   Dec 2024

An intensive full-stack software engineering program emphasizing hands-on, project-based learning. The curriculum is designed to simulate real-world development environments, covering technologies such as JavaScript, Python, Express.js, Flask, SQL, SQLAlchemy, React.js, and Redux.js

                                                                                                          Nov 2023

Google Data Analytics Certification

Certificate covered the seven grounds of data science, worked with Python, translated data into insights, worked on the power of statistics, simplified complex data relationships, and studied the nuts and bolts of machine learning