

# Linh Wiggins

## Program Manager

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### STRENGTHS

#### 📊 Analytical Skills

Frequently identified underlying issues hindering operational efficiency, driving actionable solutions to improve outcomes.

#### 🗣️ Communication

Renowned for creating effective dialogue streams between various departmental levels ensuring collaborative success.

#### 🔧 Process Improvement

Demonstrated talent for assessing weaknesses in service paths and enacting upgrades enhancing efficiency significantly.

#### 👥 Team Leadership

Built trust-based relationships across functions motivating teams during critical changes while refining service models.

#### 📋 Regulatory Compliance

Consistently monitored evolving hard and soft regulations maintaining strict adherence making adapted quality amendments.

### SKILLS

Project Management

Healthcare Operations

Quality Improvement Data Analysis

Compliance Standards

Microsoft Office Suite Leadership

Vendor Management

Stakeholder Engagement

Training Development

Audit Oversight

Cross-Functional Coordination

Process Mapping

### SUMMARY

Dedicated and results-oriented healthcare management professional with five years of clinical operations expertise, particularly in program management. Combines leadership qualities with strategic planning capabilities for effective healthcare delivery and compliance with regulatory standards. Proven success in leading cross-functional teams towards process improvements and quality assurance initiatives. Eager to contribute insight and drive effective member care while ensuring seamless project execution and adherence to internal operational protocols.

### EXPERIENCE

#### Healthcare Program Manager

HealthBridge Solutions 📅 March 2021 - Present 📍 Los Angeles, CA

Position involves overseeing multiple healthcare projects aimed at enhancing service delivery and compliance. Collaborates effectively with diverse teams to meet organizational benchmarks and align project outcomes with healthcare standards.

- Spearheaded the delivery of various healthcare programs focusing on regulatory compliance and quality enhancements.
- Cultivated strong relationships with external vendors, validating that all project deliverables met established superiority and quality criteria.
- Conducted thorough audits directing educational needs identification for staff across services, leading to bespoke training implementations.
- Worked closely with stakeholders transforming operational requirements into practical goals aligning near-term outputs with long-term strategies.
- Generated comprehensive business requirement documentation (BRDs), streamlining communication regarding new initiatives throughout departments.
- Utilized feedback from service audits to continually revise and improve current quality improvement processes.

#### Clinical Operations Coordinator

Caring Hands Health Services 📅 January 2019 - February 2021 📍 Los Angeles, CA

Managed daily clinical operations with a focus on optimizing utilization and care management workflows. Coordinated efforts among interdisciplinary teams to streamline patient treatment processes and ensure effective compliance across departments.

- Analyzed key performance data identifying areas needing attention resulting in enhanced care team efficiencies.
- Led training initiatives fostering staff adherence to evolving compliance and quality standards.
- Engaged with multidisciplinary professionals ensuring a cohesive implementation of patient-centered care plans.
- Monitored hygiene critical transitions ensuring continuity in patient services post-care interventions.
- Conceptualized and executed critical improvements improving overall patient satisfaction through quality adjustment methods.

#### Healthcare Analyst

WellCare Innovations 📅 June 2016 - December 2018 📍 Los Angeles, CA

Assisted in analysis supporting strategic decision-making within healthcare program management roles. Successfully drove projects focused on best practices while gathering patient outcome metrics for ongoing improvement.

- Facilitated solution formation by analyzing operational data paving ways for innovative process enhancement strategies.
- Researched and reported on industry best practices, providing vital support to upper management in reviewing and approving changes.

Performance Monitoring

Patient-Centric Care

Regulatory Knowledge

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● Healthcare Program Manager at HealthBridge Solutions (5.2 Years)

● Clinical Operations Coordinator at Caring Hands Health Services (2.1 Years)

● Healthcare Analyst at WellCare Innovations (2.5 Years)

- Enhanced staff competency with tailored training materials addressing compliance mandates and operational protocols.
- Transformed reporting systems by implementing dashboards for accessibility to crucial performance indicators.
- Supported project managers by assisting with audits and evaluations to identify and expedite potential service discrepancies.

## LEADERSHIP & AWARDS

- Health Leadership Award for Outstanding Program Success, 2022
- Excellence in Healthcare Quality Improvement, 2021

## EDUCATION

### Bachelor's Degree in Healthcare Management

University of California, Los Angeles 🎓 GPA: 3.7 📅 2021 📍 Los Angeles, CA

**Coursework:** *Healthcare Policy, Quality Improvement, Organizational Behavior, Ethics in Health Services*

## CERTIFICATIONS

- Certified Healthcare Manager (CHM) 📅 2022
- Certified Professional in Healthcare Quality (CPHQ) 📅 2022

## TECHNICAL SKILLS

- **Project Management Tools:** Trello, Asana, JIRA
- **Healthcare Regulations:** HIPAA, Medicare Guidelines, Medicaid Standards
- **Statistical Analysis Software:** SPSS, SAS, Tableau
- **Documentation Practices:** BRD, RTM, Test Plans
- **Database Management:** Microsoft Access, SQL, Oracle
- **Quality Assurance Tools:** Six Sigma, Lean Methodology, CQI
- **Training and Development:** Workshops, eLearning, Seminars
- **Research Tools:** PubMed, ClinicalTrials.gov, EHR Systems
- **Vendor Management Platforms:** Purchase Orders, Service Level Agreements, Contracts
- **Reporting Tools:** Dashboards, Infographics, KPI Monitoring

## PROFESSIONAL AFFILIATIONS

- Member of American Hospital Association since 2020
- Active participant in California Medical Association over the past year

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST