

# **Resume Book**

# **Winter Semester**

# **2025**

Brought to you by  
MiHIN's Workforce Development Program



Dear Colleague,

We are pleased to provide you with the student resumes of those within MiHIN's Workforce Development program who are seeking full-time positions as they are near the end of their programs.

The [Michigan Health Information Network \(MiHIN\)](#) Shared Services is Michigan's non-profit statewide entity legally, technically, and privately providing critical and comprehensive patient information to doctors, clinics, federally qualified health centers, hospitals, pharmacies, health insurance providers, and public health departments. MiHIN's Workforce Development program goal is to provide early career opportunities in healthcare information technology to ensure talent supply meets the current and emerging needs of the industry. The Workforce Development team hosts a Student Internship Program and Apprenticeship Program.

Our interns and apprentices provide a fresh perspective on healthcare issues and create innovative solutions that help transform the healthcare industry. They are essential to the team at our growing, fast-paced health IT non-profit. We look for self-motivated, professional candidates who can work independently and aren't afraid to ask questions. We hope you will consider them for possible open positions at your company.

This resume book is designed to provide recruiters and hiring managers with exclusive access to resumes of early health IT professionals who are actively seeking job opportunities. The resumes in this digital compilation describe their work experience within our health IT organization as well as their distinguished backgrounds and education. You can find more information about the Workforce Development program [here](#), or contact us at [WorkforceDevelopment@mihin.org](mailto:WorkforceDevelopment@mihin.org).

Sincerely,

Brandi Briones, Sr. Program Manager

Lindsay Garascia, Program Manager

WORKFORCE DEVELOPMENT  
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# CAITLIN (C.) CRITTENDEN

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## EDUCATION

University of Michigan, Ann Arbor | School of Information, Public Health, and Michigan Medicine **Expected:** May 2025  
Master of Health Informatics GPA: 4.0

- Public Health Action Support Team, Inclusive Leadership in Information, Certificate in Innovation & Entrepreneurship

University of Michigan, Ann Arbor | College of Literature, Science, and the Arts Apr 2023

Bachelor of Arts in German & Sociology of Health and Medicine GPA: 3.7

- Club Rugby Playoffs '21 & '22, National Champions '22, Wolverine Well-being Collective, Honors '20, '21, '22, '23

## DATA ANALYSIS & PROJECT MANAGEMENT EXPERIENCE

Michigan Health Information Network Shared Services (MiHIN) | Remote Jan 2024-Present  
Solutions Analyst

- Extract FHIR (Fast Healthcare Interoperability Resources) data, integrating predictive analytics & Collaborative Quality Initiatives to analyze trends and enhance internal processes while fostering engagement with external stakeholders
- Document configuration for FHIR-based viewer, facilitating testing of 10+ FHIR-compliant servers and intermediary vendors to ensure FHIR protocol support across multiple healthcare use cases to demonstrate real-world application
- Create technical specifications for TECCA POC utilizing FHIR resources to enable MDSS in automating the retrieval of STI test results, improving public health data access and response efficiency for infection tracking & treatment
- Develop synthetic dataset for enabling efficient testing and automation of STI test result retrieval

AmeriCorps Community Training for Overdose Rescue (ACT) | Detroit, MI Aug 2023-Mar 2024  
Project Manager & Overdose Rescue Trainer

- Spearheaded the distribution of 350+ Narcan and Fentanyl strips to underserved communities in 3 counties, combating stigma, fostering community engagement, and addressing the opioid overdose crisis to promote health equity
- Organized and led training sessions for 350 individuals, teaching first-aid skills for emergencies and providing education on harm reduction, treatment, and recovery support for those with Substance Use Disorder (SUD)
- Analyzed 45 articles to develop 12 best practices for improving social media presence and community engagement, resulting in 100% increase in custom messages to high-need populations, enhancing health equity & maximizing impact

## PUBLIC HEALTH RESEARCH PROJECTS

Confronting Exploitative Child Labor in the United States Aug 2024-Dec 2024

- Engage with 4 attorneys, 3 social workers, and 4 government officials in interdisciplinary teams to develop a restorative justice plan addressing migrant child labor through a child-centric and holistic approach to improve safety and wellbeing
- Synthesize data from 50 articles and 6 interviews using an affinity wall, producing a 45-page document with actionable migrant child labor policy recommendations for presentation to major stakeholders, including Walmart and McDonald's

Contextual Inquiry & Consulting Foundations May 2023-Jun 2023

- Collaborated with 3 team members to interview EGLE representatives, EPA officials, and Michigan residents, aiming to gather insights on user and stakeholder needs and behaviors related to water contamination from septic systems
- Transformed 4 hours of interview notes into qualitative data and employed an affinity wall to synthesize findings, identify patterns, and pinpoint opportunities for enhancing information distribution to provide well-informed recommendations

Organization & Management of Health Advocacy & Community-Based Non-Profits Aug 2023-Dec 2023

- Examined 5 years of IRS Form 990s and 20 other data sources to assess Michigan Organization on Adolescent Sexual Health's performance, transparency, financial structure, and governance, gauging the impact and feasibility of MOASH
- Conducted a SWOT analysis and developed a 5-year strategic plan to address operational and strategic issues, projecting a 30% increase in the effectiveness of MOASH programs from recommended solutions

## LEADERSHIP & SERVICE EXPERIENCE

HIMSS Michigan Chapter | Remote Apr 2024-Present

Advocacy Task Force Committee Member

- Collaborate with 50 healthcare professionals to advocate for equitable and patient-centered health IT advancements

Study Abroad | São Paulo, Brazil Jan 2023-May 2023

Social Justice and Community Development Volunteer

- Recovered 16,000 pounds of discarded produce from two São Paulo warehouses, orchestrating its distribution to four Favelas, reducing CO2 emissions and ensuring over 100+ families had access to fresh and nutritious food

## SKILLS

**Programming:** Proficient in R, Competent in C++, Python, SQL

**Software:** Proficient in Microsoft Office, Google Workspace, Microsoft Access

**Tools:** API, HL7 FHIR, Electronic Health Records (EHRs), Atlassian (Jira, Bitbucket, Confluence), Draw.io, AWS

# Deepishka Pemmasani

Indianapolis, IN — (317) 507-1142 — deepupemmasani@gmail.com — linkedin.com/in/deepishka-pemmasani

## EDUCATION

### Indiana University, Luddy School of Informatics, Computing, & Engineering

*Master of Science in Health Informatics, GPA: 3.6/4.00*

### Sri Padmavati School of Pharmacy

*PharmD, GPA: 3.9/4.00*

Indianapolis, IN

Expected May 2025

Tirupati, India

February 2019

## TECHNICAL SKILLS

**Healthcare Data Standards:** HL7, FHIR, CCD, DICOM, ICD-10, SmileCDR, InterOpstation

**Programming & Data Analysis:** R, Python (NumPy, Pandas, scikit-learn), SQL, SAS, Statistics, Machine Learning

**EHR & Databases:** Cerner, Epic, OpenMRS, IROC, REDCap, ARISg7, SCEPTRE 2.6.21

**Visualization & Tools:** Tableau, PowerBI, JIRA, Confluence, MS Office, Thunderclient, Google Collab

**Advanced Analytics:** NLP, Reinforcement Learning, Structural Equation Modeling, Network Analysis

## PROFESSIONAL EXPERIENCE

### Michigan Health Information Network (MiHIN)

Remote

#### *Health Informatics Intern*

August 2024 - Present

*Technologies: FHIR, HL7, CCD, SmileCDR, Thunderclient, JIRA*

- Resolved complex healthcare data interoperability issues by diagnosing root causes in UI functionality, SmileCDR data exchange, and source clinical documents (CCDs/HL7 v2 messages)
- Created comprehensive healthcare data mapping documentation aligning HL7 v2 messages, CCD documents, and FHIR resources with US Core Implementation Guide standards
- Developed automated test protocols validating test CCDs, ensuring accurate data transformation in the SmileCDR system
- Assisted in MITP validation processes, verifying data integrity between raw clinical documents and their FHIR representations
- Created technical documentation of workflow processes

### Riley Children's Health

Indianapolis, IN

#### *Research Assistant, Pediatric Nephrology Department*

January 2023 - Present

*Technologies: REDCap, Cerner, IROC, SQL, Tableau*

- Managed kidney transplant transition study for adolescents, tracking health outcomes, medication adherence, and compliance
- Built/configured secure REDCap surveys with logic/validation rules for pediatric transplant visit information
- Coordinated data migration from Cerner to IROC study database and implemented electronic consent procedures
- Working on Electronic Data Transfer implementation between Cerner and IROC with IU Health Research teams

### Indiana University

Indianapolis, IN

#### *Graduate Research Assistant - Purkayastha Lab for Health Innovation*

January 2023 - Present

*Technologies: Python, R, TensorFlow, scikit-learn, SAS, Statistical Modeling*

- Developed personalized exercise recommendation system using machine learning and reinforcement learning
- Designed contextual bandit algorithms and reward functions based on clinical guidelines
- Analyzed MIDUS 3 data investigating effects of physical, psychological, and social factors on cognitive functioning
- Conducted datathon impact analysis and contributed to LIFE Trial analyses examining health disparities

### IU School of Health and Human Sciences

Indianapolis, IN

#### *Data Analyst*

January 2024 - August 2024

*Technologies: Python, R, Statistical Modeling*

- Analyzed MIDUS 3 study data to investigate effects of physical, psychological, and social factors on cognitive functioning
- Contributed to LIFE Trial analyses examining racial disparities in cardiovascular health improvements

### IQVIA India Pvt Ltd

Bangalore, India

#### *Pharmacovigilance Operations Specialist*

February 2019 - July 2023

*Technologies: MedDRA, WHO DRUG dictionaries, ARISg7, SCEPTRE 2.6.21, GMS*

- Processed adverse event data from diverse sources while ensuring compliance with ICH/GCP guidelines
- Streamlined adverse event documentation process using MedDRA and WHO DRUG dictionaries, reducing reporting time and increasing accuracy
- Proactively identified and resolved data discrepancies, resulting in a decrease in query response time while maintaining regulatory timelines for adverse event reporting.

- Managed correspondence with Local Safety Officers, Pharmacovigilance Physicians, and customer POCs, ensuring timely communication and resolution of queries
- Achieved 100% regulatory compliance through effective risk management strategies

## RESEARCH PROJECTS

**Personalizing Exercise Recommendations with Explanations** 2023 - 2024  
*Multi-Armed Contextual Bandit and Reinforcement Learning* Technologies: Python, TensorFlow, scikit-learn, DNQ

- Developed algorithm to recommend suitable exercises based on demographics and health outcomes
- Published findings at HealthRecSys'24 conference in Bari, Italy (October 2024)

**Healthcare Interoperability** 2024  
*HL7 Standards Implementation* Technologies: HL7, FHIR, C-CDA, REST APIs

- Collaborated with a team to demonstrate practical interoperability between healthcare systems using HL7 standards, C-CDA documents, and REST APIs
- Developed a well-formed C-CDA document adhering to HL7 standards, containing patient information, encounter details, diagnosis, medications, and other clinical data
- Verified successful transmission and display of data in the receiving system's UI

**Cognitive Functioning Analysis** 2023 - 2024  
*MIDUS 3 Biomarker Study* Technologies: R, SAS, Statistical Modeling, Path Analysis

- Analyzed effects of physical, psychological, and social factors on cognitive functioning and health outcomes
- Applied health belief model, theory of planned behavior, and self-determination theory frameworks

**Datathon Network Impact Analysis** 2023 - 2024  
*Scholarly Growth and Diversity Assessment* Technologies: Network Analysis, R, Data Visualization

- Compared scholarly growth metrics between datathon attendees and conference participants (2017-2019)
- Measured impact based on gender diversity, educational backgrounds, and income country diversity

**LIFE Trial on Cardiovascular Health** 2023 - 2024  
*Racial Disparities Analysis* Technologies: SAS, Longitudinal Data Analysis, Survival Analysis

- Examined racial disparities in lifestyle factor improvement related to cardiovascular health
- Published findings in Innovation in Aging (December 2024)

**Extended Multidisciplinary Kidney Transplant Transition Study** 2023 - Present  
*Comprehensive Analysis* Technologies: REDCap, SQL, Tableau, Clinical Data Management

- Analyzed outcomes related to adolescent kidney transplant readiness and medication adherence
- Developed REDCap survey instruments for data collection and management

## PROFESSIONAL MEMBERSHIPS & LEADERSHIP

- Student Volunteer Team Lead, AMIA Working Group for Clinical Decision Support Systems (CDSS) — Coordinate student activities while contributing to research on AI-driven clinical decision support
- Member, Improving Renal Outcomes Collaborative (IROC) — Contribute to quality improvement initiatives for pediatric kidney disease management
- Member, Health Level Seven International (HL7) Working Group — Participate in healthcare data interoperability standards development

## PUBLICATIONS

- Nemati D, Pemmasani D, Lavangu V, Kaushal N. (2024). The impact of the LIFE trial on cardiovascular health: racial disparities in lifestyle factor improvement. *Innovation in Aging*, 8(Supplement\_1), 420-421.
- Kaushal N, Pemmasani D, Noriega de la Colina A, Nemati D. (2024). Incorporating exercise to buffer aversive health effects of loneliness among older adults in the LIFE trial. *Innovation in Aging*, 8, 361-361.
- LaMotte JE, Friederich A, Chaudhary P, Pemmasani D, & Nailescu C. Tired but Trying to Transition: Understanding the Cognitive and Psychosocial Challenges in AYA Kidney Transplant Recipients (Abstract under review).
- Naliyatthaliyazchayil P, Pemmasani D, Kaushal N, Nemati D, Purkayastha S. (2024). Personalizing exercise recommendations with explanations using multi-armed contextual bandit and reinforcement learning. *HealthRecSys'24*, Bari, Italy.
- Pemmasani D, et al. (2019). Assessment of drug related problems and clinical pharmacist interventions in a tertiary care teaching hospital. *International Journal of Basic and Clinical Pharmacology*.
- Pemmasani D, Munagala P, Gopineni D. (2018). A rare case report of neurodegenerative disease: Duchenne muscular dystrophy. *Inventi Rapid, Pharmacy Practice*, 2018(4):1-2.
- Lakshmi RR, Prasad TSD, Pemmasani D, et al. (2019). A retrospective study of assessment of pattern of adverse drug reactions in geriatric patients in a tertiary care teaching hospital. *World Journal of Pharmaceutical Sciences*.
- Lakshmi RR, Prasad TSD, Pemmasani D, et al. (2019). A retrospective study on pattern of adverse drug reactions to HAART therapy. *Perspectives in Clinical Research*.

- Pemmasani D, et al. (2019). Anti-retroviral therapy associated hepatotoxicity: case report and review. Indian Journal of Pharmacy.

## CONFERENCES

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- **ViVE 2025 Conference** (February 2025) - Volunteer Team Member, InterOpNow! and AI Pavilion
  - Managed visitor operations and assisted presenters during healthcare interoperability sessions
  - Gained hands-on exposure to FHIR implementation, TEFCA, and healthcare AI integration
- **ACM RecSys 2024: Health Recommender Systems Workshop** - Presenter
  - Presented research on personalized exercise recommendation systems using contextual bandits
- **IROC Fall 2024 Learning Session**, Cincinnati - Active Participant
  - Collaborated with nephrology specialists on pediatric kidney disease management protocols
  - Contributed to discussions on clinical data standardization and research database integration

## CERTIFICATIONS & AWARDS

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- Bio Medical Researcher by CITI Program — NDA Clinical Trials Network - Good Clinical Practice
- Uppsala Monitoring Centre – Statistical Reasoning and Algorithms in Pharmacovigilance
- Uppsala Monitoring Centre – Signal Detection and Causality Assessment in Pharmacovigilance
- Bronze award by IQVIA Impact program (2021) — Multiple Ovation awards by IQVIA (2022-2023)

## **WORK EXPERIENCE**

### **Data Analyst Intern, Corewell Health, Grand Rapids, MI**

**Expected Start: May 2025**

- Assisting in managing, analyzing, and utilizing healthcare data to support business operations.
- Supporting data governance and ensuring data quality and integrity across the organization.
- Collaborating with different teams to optimize data processes and workflows.
- Assisting in developing reports, dashboards, or data visualizations to support decision-making.
- Supporting data warehousing or database management tasks.

### **Data & Reporting Analyst Intern, Michigan Health Information Network Shared Services (MiHIN) Jan 2025 – Apr 2025**

- Facilitating Onboarding of Healthcare Facilities for Conformance Use Cases (MedRec, Lab, ADT)
- Ensure proper facility setup in conformance tables by executing SQL queries to retrieve and insert facility-specific data.
- Verify facility enrollment in conformance use cases by querying and reviewing relevant tables.
- Investigate missing or erroneous data related to conformance use cases and collaborate with technical teams to resolve issues efficiently.
- Managing the reporting queue - Review incoming tickets, verify and assign tasks to appropriate team members.

### **Health Informatics Intern, Michigan Health Information Network Shared Services (MiHIN) Jun 2024 – Dec 2025**

- Performed data cleaning and visualization of synthetic data obtained from FHIR servers using REST API.
- Collaborated data run for synthetic data and bulk import and export.
- Utilized FHIR resources in JSON format to generate diverse synthetic patient records, enhancing practical learning.
- Created classroom-ready materials and open-source datasets for health IT data and analytics education.
- Translate complex data sets into easy-to-understand visualizations and reports.

### **Business Analyst Intern, Information Data Systems, Troy, MI**

**Mar 2024 – Jun 2024**

- Assisted in analyzing, planning, designing, documenting, and recommending enhancements to business processes to align with clients' technological objectives.
- Applied analytical tools to conduct quantitative analyses and support data-driven decision-making.
- Collaborated with various departments to gain a thorough understanding of their internal processes

### **Graduate Assistant, GVSU – Kirkhof College of Nursing (KCON), Grand Rapids, MI**

**Dec 2023 – May 2024**

- Developed and managed literature repositories for our practice partners. Conducted literature searches and collaboratively developed an evidence-based systematic review of literature for certain identified topics.
- Event planning, Website management and Content creation.
- Helped the lead researcher with qualitative study data analysis.
- Assisted with the planning and delivery of interdisciplinary educational conferences and webinars of health issues in collaboration with other colleges at GVSU.

### **Healthcare Analyst, Lead Clinics, Vijayawada, India**

**Sep 2020 – Jun 2022**

- Extracted, cleaned, and organized data from various sources, including EHRs, claims data, patient surveys, and other health-related databases using SQL.
- Created reports and dashboards in tools like Power BI, Tableau, or Excel to present insights clearly for stakeholders.
- Collaborated with clinical and administrative teams to identify areas for process improvements, often related to patient care and operational efficiencies.
- Ensured data handling and reporting follows HIPAA and other relevant regulations.

### **Clinical Pharmacist, PSIMS, Vijayawada, India**

**Aug 2019 – Sep 2020**

- Interacted with patients to record their health conditions in EHR and played an important role in identifying the drug-drug interactions, adverse effects and drug duplications to improve patient safety.
- Provided evidence-based recommendations to healthcare providers, advising on drug selection, dosing, and monitoring based on patient-specific factors (age, weight, kidney function, etc.)
- Educated patients and caregivers on medication use, potential side effects, and proper administration techniques, fostering a clear understanding to improve adherence.



# HAFSAH ALKHAMMAL

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## EDUCATION

### B.S. Computer Science Software Design and Development Track

Expected May 2026

Florida International University; Miami, FL

GPA: 3.89

*Coursework:* Programming Fundamentals 1 & 2, Data Structures and Algorithms, Discrete Structures, Calculus 1 & 2, Software Engineering 1 & 2, Computer Architecture, Systems Programming, Operating Systems, Software Testing

## SKILLS

*Frameworks & Languages:* Java, C, Python, PowerBI, Fabric

*Tools & Technologies:* Microsoft PowerBI, JIRA Xray, Amazon Web Services, Git, GitHub, Thunder client/API testing, WinSCP for SFTP, AWS S3 buckets, CloudWatch logs, step functions, cluster services

## PROJECTS

### Data Analysis Project at LexisNexis Risk Solutions | <https://github.com/hafsahalkh/sprinternship2024> | Remote May 2024

- Led a team of five individual CS/IT students during a three-week research project at LexisNexis Risk Solutions, achieving a 90% survey response rate among targeted participants
- Identify main factors influencing talent attraction and retention of diverse talent in computer science, software engineering, and data science fields
- Developed and launched a comprehensive survey gathering insights from over 140 diverse tech professionals and students, highlighting experiences and challenges in industry
- Leveraged Microsoft PowerBI to design and implement a dynamic dashboard, providing in-depth data analysis and visualization of survey findings

## WORK EXPERIENCE

### Interoperability Institute | Remote

February 2023 - Present

*Software Tester / Quality Assurance*

- Identified, documented, and tracked software defects using JIRA, ensuring timely resolution and minimizing impact on sprint timelines
- Designed and executed over 400 test cases in Gherkin format and 25 bugs, increasing software reliability by 25%
- Collaborated closely with software developers, product owners, and business analysts to thoroughly understand software requirements and user expectations, ensuring compliance with HIPAA regulations
- Engaged in Agile ceremonies, including daily stand-up meetings, sprint planning, and retrospectives, contributing to the Agile development process

### Tech Talent Academy | Florida Int'l University

January 2025 - Present

*Student Project Manager Peer Advisor*

- Coached over 50 students on resume optimization and professional development strategies, resulting in a 15% increase in interview callback rates
- Managed multiple student teams in the Software Development Internship Ready (SDIR) program, overseeing project timelines and deliverables across 2-3 teams per semester
- Implemented a structured feedback system for resume reviews, leading to measurable improvements in student resume scores from 20 to 70+
- Participated in bi-weekly program planning meetings, contributing to curriculum development and program improvement initiatives

### Break Through Tech Miami | LexisNexis Risk Solutions | Remote

May 2024

*Data Science Intern*

- Developed a comprehensive survey using Typeform, aimed at exploring perspectives of emerging diverse talent in STEM fields, focusing on key factors attracting and retaining professionals in these fields
- Enhanced understanding of data analysis techniques by designing and executing a survey as well as utilizing PowerBI and Fabric for in-depth data analysis
- Provided actionable insights to enhance diversity and inclusion strategies, where findings informed executive strategies to foster a more inclusive tech workplace, especially for women in tech

# PRASHANT GUPTA

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## TECHNICAL SKILLS

- **Languages & Collaboration:** Java, Python, C#, Typescript, JavaScript, SQL, Shell, Bash, Groovy, Git, Jira, Xray, Confluence
- **Automation & Test tools:** Playwright, Selenium, Appium, Cucumber, Cypress, Postman, Gherkin, SoapUI, REST Assured, RestSharp, Specflow, JMeter, K6, TestRail, Burp Suite, Nmap, SonarQube
- **Database:** MySQL, NoSQL, PostgreSQL, DynamoDB, Redshift
- **Cloud Technologies:** AWS (EC2, S3, EKS, VPC, Lambda, DynamoDB, SNS, SageMaker, MSK), Azure
- **Technologies/Frameworks:** JUnit, TestNG, PyTest, OWASP ZAP, SDLC, STLC, Linux, WSL, Maven, TDD, BDD
- **Containerization & Orchestration:** Docker, Jenkins, GitLab, Kubernetes, Terraform, Splunk, Grafana, Datadog

## CERTIFICATIONS

[AWS Solutions Architect Associate](#)

[Linux Administration - Udemy](#)

## EXPERIENCE

**Michigan Health Information Network – QA Automation Intern – MI, Remote** Aug. 2024 – Present

- Saved **40%** in test time by automating regression testing using Selenium WebDriver, Python, and Behave.
- Translated **50+** manual test cases into Gherkin scenarios, improving test clarity, team collaboration, and consistency in E2E workflows.

**Mastek – Associate Specialist II - Mumbai, India** Feb. 2023 – Aug. 2023

- Managed deployment pipelines, code reviews, and defect tracking using **Azure DevOps**, reducing deployment time by 20% and accelerating issue resolution, resulting in a **15%** improvement in sprint cycle efficiency.
- Achieved a **99% defect-free** release rate by developing C#-based RestSharp API automation and Selenium-driven front-end tests using a **TDD-driven in-sprint automation** approach for REST services with XML and web UI validations.
- Delivered a **25%** improvement in application performance by leveraging TypeScript and **K6** for performance testing.

**Hexaware Technologies – Software Engineer – Mumbai, India** Jul. 2021 – Feb. 2023

- Led testing for **15+** features in Agile(SCRUM) sprints, mentoring 2 junior testers, creating detailed test plans, and ensuring zero critical post-release defects.
- Engineered a robust **CI/CD** pipeline using Jenkins and Docker, automating build, test, and deployment processes, which resulted in a **30%** reduction in build time.
- Built a robust BDD automation framework with **Java, Cucumber, TestNG, Selenium WebDriver, Appium**, and **REST Assured**, streamlining UI, API, and mobile testing and cutting manual effort by **40%**.
- Performed non-functional testing (security, and vulnerability testing), identifying and mitigating **20+** high-risk vulnerabilities, leading to a **30%** increase in product reliability and ensuring compliance with industry security standards.

**Teamlease Edtech – Senior Software Development Engineer in Test – Mumbai, India** May 2019 – Jul. 2021

- Migrated test management from Zoho to Jira/Xray, enhancing traceability and Agile alignment, and accelerating test cycles by **30%**.
- Enhanced testing efficiency by **65%** by automating regression test suites for a SaaS product used by over **10,000** users, leveraging **Selenium, Playwright**, and **Postman** to ensure faster release cycles.
- Collaborated with Product Owners and Business Analysts to define acceptance criteria, improving test coverage and reducing requirement ambiguities.
- Delivered **99%** UI consistency across platforms by automating responsive design testing using **BrowserStack**, ensuring seamless cross-browser and cross-device compatibility.
- Improved application response times by **30%** and reduced AWS costs by **20%** through **JMeter**-based performance testing, load balancer optimization, and caching strategy implementation.

**Veracitiz Solution Pvt. Ltd. – BI Consultant – Mumbai, India** Jul. 2017 – Jun. 2018

- Developed complex SQL queries to extract and transform data, increasing data analysis efficiency by **40%**.

## ACHIEVEMENTS

Received the Excellence Award for improving test efficiency, leading to faster release cycles at MiHIN.

## EDUCATION

**University of Cincinnati Carl H. Lindner College of Business** Cincinnati, Ohio

*Master of Science in Information Systems (GPA – 3.96)*

**University of Mumbai** Mumbai, India

*Bachelor of Engineering – Computer Science*

# AKHIL JOBI

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## 1 OBJECTIVE

Motivated Computer Science student with a strong analytical mindset, proficient in data analysis, visualization, and database management. Passionate about leveraging data-driven insights to support business decisions. Skilled in SQL, Python, and Excel for data manipulation and visualization.

## 2 EDUCATION

**The Pennsylvania State University**, Abington, PA

May 2025

**Major:** *Computer Science*

**Relevant Coursework:** OOP With Web, Database Design, Computer Organization and Architecture, Data Structures, Artificial Intelligence, Machine Learning

## 3 EXPERIENCE

MiHIN, Caledonia, MI

June 2024- August 2025

*IT Infrastructure Intern*

- Collaborated with the IT team to manage user accounts, including provisioning and deprovisioning access
- Configured firewall rules and policies to enhance network security and allow appropriate user access
- Resolved IT support tickets diagnosing issues and providing timely solutions to internal customers
- Networked with senior IT professionals to gain hands-on experience and expand technical knowledge

**The Pennsylvania State University**, Abington, PA

September 2021- Present

*Technology Support Assistant*

- Support the Penn State Abington community with all technology related questions
- Set up computers and install software for faculty and staff.
- Diagnose, troubleshoot and resolve conflicts for students and staff each day

## 4 SKILLS

- Knowledge of Java, Python, C++ languages, Database designing using SQL, and Web design.
- Data Analysis & Visualization: Pandas, NumPy, Matplotlib, Seaborn
- Proficient and have practical knowledge in Microsoft Word, Excel, and PowerPoint.
- Basic understanding of desktop operating systems (Windows, macOS), hardware components and troubleshooting techniques

## 5 ACADEMIC PROJECTS

- Created snake game using C++ implementing OOP concepts, classes, and UML diagrams
- Created a Train System GUI using Java implementing database concepts, command line, and error handling
- Created a NBA prediction model using python to forecast NBA game outcomes, using SQLite to store data and visualize key patterns using Matplotlib/Seaborn
- Created Person Detection System implementing AI and Machine Learning classifiers

## **AWARDS AND RECOGNITIONS**

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- Women in Computer Science at FIU
- Break Through Tech Miami Chapter
- Google IT Automation with Python Professional Certificate
- Florida Bright Futures Scholarship
- Microsoft Office Suite (Word, PowerPoint, Excel)

# Harsimran Singh Dhillon

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## EDUCATION

### Binghamton University, State University of New York

Master of Science in Computer Science

August 2023 - May 2025

### Pune University

Bachelor of Engineering in Computer Engineering

August 2017 - May 2021

## PROFESSIONAL EXPERIENCE

### Cloud Service Intern

Michigan Health Information Network Shared Services (MiHIN) | MI, USA

January 2025 - Present

- **Saved \$3,000/month** in cloud logging costs by **automating a log management pipeline** using **Python Scripts, AWS Lambda, and AWS S3**, reducing reliance on **CloudWatch** and improving storage efficiency
- **Strengthened cloud security by 55%** by configuring **IAM roles, S3 policies, and network security groups**, aligning with **Amazon security standards** to protect sensitive healthcare data
- **Enhanced provisioning efficiency by 25%** and setup time by **40%** by automating **AWS Workspaces deployment** for 10+ users

### DevOps Intern

Geeks Solutions | MH, India

June 2024 - July 2024

- **Engineered** a highly available **data ingestion pipeline** using **Python** and **PostgreSQL** in a **multi-cloud environment (AWS & Azure)**, improving **real-time data processing efficiency by 50%**
- **Developed Kubernetes-based microservices** deployments, improving **system scalability** and reducing **operational downtime by 40%**, ensuring **seamless performance** under high-traffic loads
- Designed **real-time monitoring dashboards** using **Prometheus** and **Grafana**, tracking **500+ system metrics** and reducing **incident resolution time by 30%** through the identification of performance bottlenecks

### Full Stack Software Engineer

TIAA | MH, India

July 2021 - July 2023

- **Maintained 99.9%** system uptime by developing high-performance **microservices with Java, Spring Boot, and Hibernate**, handling millions of daily transactions globally
- **Decreased API latency by 82%** by implementing **distributed caching (Redis)** and **event-driven architectures (Kafka)**, improving **transaction processing speeds**
- **Reduced maintenance overhead by 65%** by leading the **migration** from **monolithic** to **microservices architecture**, reducing **operational costs**, and improving **scalability**
- **Accelerated software release cycles by 40%** by designing and deploying **CI/CD pipelines using Docker, Kubernetes, and Jenkins**, minimizing deployment failures

### Software Engineer

Himi Shipping Services Pvt. Ltd. | MH, India

June 2020 - June 2021

- **Reduced stock discrepancies by 75%** by building an advanced **inventory management system** using **Java, Spring Boot, and MySQL**, enabling real-time inventory updates
- **Developed and secured RESTful APIs** to integrate third-party logistics platforms, reducing data synchronization errors by **25%** and enhancing supply chain transparency
- **Optimized database performance** with **indexing and query tuning**, cutting **report generation time by 50%** and leveraging **BigQuery** for **real-time analytics**, improving **decision-making efficiency by 40%**

## PROJECT EXPERIENCE

### E-Commerce Platform for High-Traffic Workloads | Full Stack Developer

- **Increased inventory tracking efficiency by 65%** by developing a **scalable full-stack application** using **ReactJS, Python, Kafka, and PostgreSQL**, enabling real-time inventory updates
- **Optimized API response times by 35%** by implementing **refined RESTful API interactions**, improving user experience
- **Boosted UI engagement by 30%** by designing an intuitive **ReactJS + Material-UI** interface, decreasing **bounce rates by 25%**

### Scalable Ride-Sharing Platform | Java Full Stack Developer

- **Decreased passenger wait times by 30%** by developing an efficient **ride-matching algorithm** using **Java, REST API, JPA, Lombok, Spring Boot, PostgreSQL, and JUnit**, ensuring **efficient driver-passenger assignments**
- **Secured user data and ensured compliance** by implementing **JWT and OAuth-based authentication**, protecting sensitive user and transaction data

## TECHNICAL SKILLS

- **Languages:** Java, Python, SQL, JavaScript, TypeScript, C++, Golang
- **Backend:** Spring Boot, Node.JS, REST APIs, Microservices, Apache Kafka, Apache Camel, Maven, Eclipse, Next.js, PHP
- **Frontend:** Angular.JS, React.JS, Vue.JS, HTML5, CSS3, Bootstrap, JSON, XML
- **Databases:** PostgreSQL, MySQL, MongoDB, Amazon S3, Amazon RDS, Amazon DynamoDB, Big Query, SQL Server, Tableau
- **Cloud & DevOps:** AWS (EC2, Lambda, SQS), Azure, Docker, Kubernetes, Jenkins, CI / CD, GitHub, JIRA, SonarQube
- **Testing & Architecture:** JUnit, Swagger, Selenium, Jasmin, Automated Testing, Design Patterns, System Design, Agile SDLC
- **Certifications:** AWS Solution Architect, AWS Cloud Practitioner, Azure Fundamentals

# EVELYN MBANG

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## PROFESSIONAL SUMMARY

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- Web-based Healthcare Management graduate student at Southeast Missouri State University.
- Seasoned professional with +10 years of experience in operations, business development, client relations, & research.
- Team-oriented worker practiced in leadership, quality assurance, productivity, data analysis, and customer service.

## WORK EXPERIENCE

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**MICHIGAN HEALTH INFORMATION NETWORK - MiHIN (Remote) June 2023 - Present**

*Enterprise Business Systems Admin Intern*

### Administrative support

- Taking notes and generating Action Items during team meetings
- Create Jira tickets with issues and assign tickets to individuals responsible.
- Follow up with individuals assigned a ticket to ensure timely resolution
- Resolve Jira tickets assigned to me before the due date 99% of the time
- Working knowledge of Atlassian tools, HubSpot, and Microsoft 365.
- Participate in business integration work processes for process mapping and documentation
- Support cross-functional team members with the development, implementation, and maintenance of operational processes

### Systems Support

- Support search engine optimization through system clean-up
- System configuration and customization including creating fields, customizing workflows, and adjusting user permissions
- On-boarding new users
- Providing technical user support on functionalities, new features as well as prompt issue resolution
- Coordinate, Compile, and Communicate up-to-date status reports for various systems used by the organization

### Data Management

- Maintaining and updating databases to ensure data quality and integrity
- Entering and updating data into systems
- Performing data analysis to generate actionable insights and support strategic decision-making
- Develop, Analyze, and Communicate reports to Management

### Training and Documentation

- Create training documents and guides in Confluence for use by the department and the organization
- Create and maintain system-related documentation, such as business systems, functional requirements, process flows, status reports, and configuration worksheets.

- Prepare and edit reports, presentations, and other documents, ensuring accuracy and adherence to company standards
- Create comprehensive documentation for data management procedures to improve knowledge-sharing and onboarding processes

**Project Management**

- Building out Project Plans and ensuring that project tasks are completed within the defined timeline
- Provide administrative support for multiple projects
- Lead and manage project from start to completion

**INFORMDATA (Remote)****September 2021 – Present*****Researcher I (January 2022 – Present)***

- Conduct research on new work orders for the most effective and appropriate methods of verification
- Search databases efficiently with a minimum of 20 searches per hour
- Contribute to operational success by working assigned queues and assisting in other queues as needed
- Collect and analyze text and data from websites
- Exceed pre-established production goals by over 15%

***Verifications Specialist (September 2021 – December 2021)***

- Managed incoming and outgoing calls for employment, education, and reference verifications
- Oversaw quality assurance and data review of information obtained for verifications
- Communicated effectively and efficiently to all parties involved in obtaining verification information
- Exceed pre-established production goals of 5 closes per hour

**GREENBALM PHARMACEUTICALS****Lagos, Nigeria*****Manager (May 2015 – July 2017)***

- Developing and implementing financial strategies for growth.
- Evaluating monthly gains and successes of our campaigns through key marketing metrics and identifying insights to drive informed decisions.
- Tracking all expenses and procurement receipts and preparing monthly financial reports
- Monitoring and reporting on competitor activity
- Managing budgets for the company
- Overseeing day-to-day business activities and ensuring customer satisfaction

**RISK CONTROL SERVICES NIG. LTD****Lagos, Nigeria****November 2012 – April 2015*****Business Development/Client Relationship Executive (March 2014 – April 2015)***

- Assist with company efforts to provide services including online degree verification, security consulting, security training, electronic security, and background screening
- Updated customers information constantly and continuously
- Implemented action plans, resolved problems, identified customer service trends, and conducted customer satisfaction surveys
- Maintained contact with customers and expanded network through professional organization involvement
- Planned and developed structures to support effective service delivery

- Generated leads, researched customers, and implemented sales plans as a marketing strategy for new clients
- Followed-up with prospective clients and strategized based on feedback received

***Verifications Officer (November 2012 – February 2014)***

- Ensured all hard copies of field verifications documents were converted to soft copies
- Prepared Microsoft Excel files of field verification credentials to properly keep records and costing data
- Followed-up with agents and institutions to obtain verification results
- Ensured the proper distribution of verification results to appropriate client officers
- Prepared letters for verification of credentials to various institutions
- Development and implementation of the department processes
- Processed payments made for costs incurred from the completion of verification processes
- Recruited, engaged, and managed field agents for the facilitation of verification processes
- Collated booklets used to build and expand the company database

**CORE COMPETENCES**

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JIRA, Confluence, Troubleshooting & Resolution, Data Collection & Analysis, Training and Documentation, User Acceptance Testing, Configuration, Issue Resolution, Compliance, Customer Service & Satisfaction, Client Support & Retention, Needs Assessment, Project Management, Excellent written and verbal communication, Lean Six Sigma White Belt Certified (2022)

**EDUCATION**

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Southeast Missouri State University	Cape Girardeau, MO	December 2024
<b>Master of Science in Healthcare Management (Web-based)</b>		<b>GPA: 3.87</b>
University of Benin	Edo State, Nigeria	2005 – 2010
<b>Bachelor of Science in Biochemistry</b>		<b>Second Class Honours (Upper Division)</b>



# Luke Hurt

Bloomington, IN  
Lukehurt@iu.edu / (812) 204-6135  
www.linkedin.com/in/lukehurt/

## EDUCATION

**Indiana University**, Luddy School of Informatics, Computing, and Engineering  
*Bachelor of Science* in Informatics  
Major: Informatics – Business Cognate  
Minor: Finance

Bloomington, IN  
Graduating May 2026

## PROFESSIONAL EXPERIENCE

### Michigan Health Information Network Shared Services

Remote

*Business Development and Operations Intern*

August 2024 – Present

- Utilized data analysis tools to detect and correct inconsistencies in data for over 1,150 healthcare facilities to ensure accurate and reliable data for future complex queries, **improving data reliability by 10%**.
- Participated in technical meetings** on the migration of legacy data to a new Integrated Technology Platform, gaining exposure to system transitions, data interoperability, and cloud-based infrastructure.
- Received formal training in Health IT** and gained industry knowledge by attending conferences such as ViVE 2025 with over 8,000 healthcare leaders, focusing my research on AI integration and interoperability.

### State of Indiana BMVC

Indianapolis, IN

*Governor's Summer Intern - Branch Operations*

May – August 2024

- After conducting an operational analysis across over 120 branches, designed and implemented an automated system that led to a **50% reduction in part request processing times** for vision machines.
- Evaluated equipment needs and delivered a pivotal report that led to the decision against adding an ICW machine at an expanding branch, **resulting in direct cost savings of over \$10,000**.
- Partnered with HR and finance to gather and analyze performance data, leading to the accurate calculation and preparation of the Q1 bonus report for **over 600 frontline associates**.

### Enviroplas, Inc

Evansville, IN

*Quality Assurance Intern*

August 2022 – May 2023

- Conducted over **1.4K standardized tests monthly** to evaluate chemical, mechanical, and physical properties, directly contributing to over **99% product compliance** with industry standards.
- Collected and reported on over **6.2K data points** per month, collaborating with the R&D team to support data-driven decision-making.
- Played a key role in a process optimization project for the standard flammability test process that resulted in a **10% increase in efficiency**.

## RELEVANT COURSEWORK

- I-210: Developed foundational Python programming skills, focusing on variables, control structures, functions, and data manipulation.
- I-211: Worked to develop a full-stack web application using Python, Flask, and SQL, gaining experience in building dynamic interfaces, managing databases with PyMySQL, and using Git for version control to maintain clean and collaborative workflows.
- K-201: Gained skills in utilizing advanced Excel formulas for data cleaning, creating and customizing pivot tables for data summarization, and designing relational databases in Access with SQL queries for data extraction and reporting.
- I-300: Designed and prototyped a full application using Figma, applying user-centered design principles, conducting usability studies, and leveraging data-driven insights from user testing to optimize the interface's usability.

## OTHER

**Technical Skills:** Python, Git/GitHub, Microsoft Excel, Microsoft Power BI, Tableau, SQL, PyMySQL, Microsoft Access, Jira, HubSpot, Confluence, Java, Microsoft Power Automate, Microsoft Teams, Outlook

**Certifications:** Career Essentials in Business Analysis (Endorsed by IIBA & PMI), Career Essentials in Data Analysis (Endorsed by NASBA)

## **EDUCATION**

Master's of Science, Health and Bioinformatics, Grand Valley State University, Grand Rapids, MI  
Doctor of Pharmacy, K.V.S.R Siddhartha College of Pharmaceutical Sciences, Vijayawada, India

**December 2024**  
**October 2021**

## **ACADEMIC PROJECTS**

### **Diabetes and Stroke Prediction Using Machine Learning**

Cleaned, transformed, and analyzed the data. Developed an ML and DL model that accurately predicts diabetes and stroke occurrence using Python and ML algorithms.

### **COVID-19 Data Analysis**

Queried EHR data to identify high-risk individuals with comorbidities, track COVID-19 positive cases for improved follow-up protocols, analyze medication distribution to assist pharmacies in placing bulk orders, and determine patients eligible for booster doses while encouraging timely vaccinations.

### **Visualization of US Health Insurance Plan Using Power BI**

Examined, cleaned, transformed, analyzed, and visualized the data to reveal the major trends and patterns in the healthcare sector using Python, Tableau and Power BI.

### **Insurance Claims Fraud Detection Using SQL**

Analyzed insurance claims data to detect fraudulent activities, such as unusually high claim amounts, frequent claims from the same patient, and duplicate or suspicious transactions.

### **Pharmacy Inventory and Prescription Tracking**

Queried an inventory database (with tables for medications, stock levels, sales, and prescriptions) to track medication usage and predict stock shortages. Generated reports on most dispensed medications and implemented triggers to update stock levels when a sale occurs.

## **SKILLS**

Python, SQL, Tableau, Power BI, Matplotlib, PyCharm, Database Management, Data Mining, Machine Learning, JIRA, EHRs, HL7 FHIR, Hopscotch, Postman, Clinical Data Management, Microsoft Office Suite, Analytical thinking, Problem-solving, Team collaboration, Adaptability, Attention to detail, Critical thinking, Curiosity, Time Management

# OLIVIA LUNCEFORD

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## EDUCATION

### Bachelors in Business Administration - Finance

Kansas State University | Manhattan, KS

## TECHNICAL SKILLS

- Tableau
- Python
- SQL
- Microsoft Office

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## RELEVANT COURSEWORK

### Security and Portfolio Analysis

- Utilized Bloomberg Terminal and CapIQ to conduct market data analysis and build financial models.
- Developed investment theses through in-depth research into market trends, company financials, and macroeconomic indicators, supporting data-driven investment decisions.

### Corporate Finance

- Covered topics including financial statement analysis, forecasting, capital budgeting, cost of capital, and mergers & acquisitions.
- Conducted analysis of firm investments and financing decisions, focusing on performance measurement and financial planning.

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## PROFESSIONAL EXPERIENCE

### Health IT Account Management Intern

Aug 2024 - Present

Michigan Health Network - Remote

- Analyzed operational inefficiencies in client data management, identifying process improvements to enhance productivity and long-term scalability.
- Evaluated system transition challenges and proposed data standardization solutions, demonstrating strategic thinking and data process optimization.

June 2024 - Aug 2024

### Data Asset Management Intern

Gogo Business Aviation - Broomfield, CO

- Positioned as Project Lead to oversee diverse teams and manage software presentations to executives.
- Identified disorganized digital assets, standardized, and transferred nearly 10,000 digital assets to Bynder, resulting in a significant reduction in asset retrieval times.

### Executive Assistant Intern

Jul 2023 - April 2024

Michigan Health Network - Remote

### Customer Success Representative Intern

Oct 2022 - Feb 2023

Dexer Speed - Remote

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## MEMBERSHIP & AWARDS

### Excellence in Entrepreneurial Consulting

Spring 2023

Kansas State Accelerator Program

### Executive Member

Spring 2022 - Present

Alpha Delta Pi

### Student Delegate

Fall 2023

Student Finance Association