



KAITLYN CALLAHAN

HEALTHCARE SPECIALIST

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PROFESSIONAL SUMMARY

Project Manager with 10+ years of experience leading complex initiatives in healthcare settings. Expertise in regulatory compliance, data analytics, and technology integration. Proven track record of delivering high-quality results while fostering collaboration and teamwork.

EDUCATION

MASTER OF BUSINESS ADMINISTRATION

2023- 2024

Southern New Hampshire University | Healthcare Management

- GPA: 4.0 | Dean's List (5 Consecutive Terms)
- **Relevant Courses:** Business Strategy, Healthcare Management, Strategic Planning, Healthcare Informatics

BACHELOR OF SCIENCE

2013-2017

University of Vermont | Neuroscience and Mathematics

- **Relevant Courses:** Medical Terminology, Neuroscience, Psychology, Chemistry, Biology, Neurobiology, Cell Cycle of Cancer, Neurogenesis, Psychopharmacology

WORK EXPERIENCE

FRESENIUS MEDICAL CARE

OCT 2022 - CURRENT

Microbiology Lab Analyst

- Collaborated with a team of microbiologists in conducting rigorous analysis and quality control testing, resulting in a 10% reduction in medication defects.
- Streamlined documentation processes, including standard operating procedures (SOPs) and change control reports, improving accuracy and efficiency.
- Identified and implemented optimized manufacture procedures.
- Managed critical documentation processes for regulatory compliance.
- Designed and implemented a cross-departmental competition to improve clean room hygiene. The initiative resulted in a 78% reduction in bacterial growth, as measured by environmental monitoring of ISO classes. The competition engaged employees in a fun and effective way, resulting in improved compliance and a safer work environment.

BUCHANAN VIRTUAL OFFICE

MAR 2019 - SEP 2022

Lead Project Manager

- Directed a portfolio of 90+ projects, delivering exceptional results and driving an 80% increase in client satisfaction
- Streamlined project budgets, reducing costs by 30% through strategic resource allocation
- Championed the integration of AI into healthcare and business operations, increase our office capacity by 120% and enhancing service delivery.
- Mentored and motivated a team of 15 professionals, guiding them to achieve 360+ project milestones and promoting a culture of excellence.

COMMUNITY HEALTH CENTER, BURLINGTON MAY 2019 - APR 2021

Lead Care Coordinator & Medical Assistant

- Collaborated with cross-functional teams to develop and execute strategic initiatives, contributing to a 15% increase in patient satisfaction ratings.
- Streamlined administrative processes through the deployment of digital health solutions, resulting in a 25% reduction in administrative burden.
- Led cross-functional teams in the implementation of process improvements, boosting the timeliness of vaccinations by 155%
- Developed a comprehensive patient tracking dashboard that enabled providers to efficiently monitor patient care plans, identify care gaps, and promote compliance with ACO guidelines.

CHAMPLAIN MEDICAL URGENT CARE

AUG 2017 - APR 2019

Lead Medical Assistant

- Collaborated with cross-functional teams to provide on-the-job training and mentorship to medical assistants, elevating the quality of patient care.
- Managed high-pressure environments in urgent care, displaying exceptional time management, organization, and multitasking skills to provide efficient and effective care.
- Utilized a diverse range of clinical skills to deliver comprehensive patient care, from history-taking and phlebotomy, to wound care and electrocardiography.
- Demonstrated proficiency in both technical and interpersonal skills, balancing empathy, and compassion with technical expertise to foster strong patient-provider relationships.

EXPERTISE & SKILLS

- **Clinical:** History, Physical Exams, Wound Care, Electrocardiography, Otoscopy, Ophthalmology, Medication Administration, Laboratory Testing, Sample Preparation
- **Administration:** Time Management, Organization, EHR Proficiency, Patient Schedule, Chart Review and Appointment Pre-Planning, Insurance Verification, Document Change Management, FDA Regulations, Documentation and SOP Creation
- **Analytical:** Data Analysis, Trending & Visualization (Minitab, Excel, PowerBI, Tableau, Python, & Jupyter Notebook), Reporting, Chart Review, Problem-Solving, Critical Thinking, Database Management (Excel & SQL)
- **Collaboration:** Teamwork, Conflict Resolution, Negotiation, Relationship-Building
- **Leadership:** Delegation, Mentorship, Project Management (ClickUp, Trello, Monday, Asana, Basecamp, & Notion), Change Management (Windchill)
- **Technical:** CRM Platforms (Salesforce, HubSpot, Dubsado, & Pipedrive), EHR Software (EPIC, NextGen, Athena, Agility, WebPT, Eyefinity), Medical Terminology, Medical Coding and Billing, SEO & Website Development (HTML, CSS, & Python)

CERTIFICATIONS

- PowerBI, Minitab, and Excel for Accounting Certifications (2023)
- Strategic Analysis, Critical Thinking, and Emotional Intelligence Certification (2023)
- Intuit Quickbooks Certification (2021)

Thank you!