

OLIVIA BENNETT

Healthcare Business Analyst

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Chicago, IL

Professional summary

Detail-oriented healthcare business analyst with internship experience supporting data-driven decision-making in clinical and administrative settings. Skilled in data analysis, process improvement, and stakeholder communication to enhance healthcare operations and patient outcomes.

Experience

June 2024 - August 2024

Healthcare Business Analyst Intern

Mercy General Hospital,
Chicago, IL

- Collected and analyzed patient flow data to identify bottlenecks, supporting a 10% reduction in patient wait times through workflow adjustments.
- Collaborated with IT and clinical teams to optimize EHR system reports, improving data accessibility for department managers.
- Assisted in preparing compliance documentation aligned with HIPAA standards, reducing audit findings by 15%.
- Facilitated weekly meetings with stakeholders to gather requirements and translate them into actionable project plans.

January 2024 - May 2024

Data Analyst Intern

WellCare Health Services,
Chicago, IL

- Developed SQL queries to extract and clean patient data for monthly performance reports, enhancing reporting accuracy.
- Created Tableau dashboards visualizing key clinical metrics, enabling leadership to monitor patient outcomes in real-time.
- Supported cross-departmental teams in analyzing operational inefficiencies, contributing to a 7% improvement in resource allocation.
- Documented data workflows and standard operating procedures to streamline knowledge sharing and training efforts.

Education

Bachelor of Science in Health Informatics, University of Illinois at Chicago, Chicago, IL | Graduated May 2025

Certifications

- Certified Health Data Analyst (CHDA) – AHIMA, 2025
- HIPAA Compliance Training – Mercy General Hospital, 2024

Additional Information

- Volunteer, Chicago Health Outreach Program – Assisted with data collection and analysis for community health initiatives.
- Proficient in Microsoft PowerPoint and Visio for process documentation and presentations.

Skills

Healthcare data analysis and reporting ★★★★★

Electronic Health Records (EHR) systems familiarity ★★★★★

SQL, Excel (advanced formulas, pivot tables), and Tableau ★★★★★

Process mapping and workflow optimization ★★★★★

Regulatory compliance knowledge (HIPAA) ★★★★★

Strong communication and cross-functional collaboration ★★★★★