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|  | **Mihnea Andrei Stancu**  Assistant Operations Manager | |  |
| Contact 1 Atwood Place  West Haven, CT 06516  401 440 4020  [mandreistancu@gmail.com](mailto:mandreistancu@gmail.com) Education M.H.A.  University of New Haven  West Haven, CT  May 2021  GPA: 4.0  B.S. Health Sciences  University of Rhode Island  Kingston, RI  May 2019  Cum Laude  Minors:  General Business & Leadership Studies Skills MS Excel, Word & PowerPoint  Adaptability  Teamwork  Problem-Solving Certifications & Licenses Lean Six Sigma Green Belt  MS Excel Expert (2021)  EMT Basic License  BLS Certification  ACLS Certification | | Objective Graduate student striving to obtain a healthcare administrative position, with over 5 years of relevant health care education and over 200 hours in emergency response. Adaptable, knowledgeable and determined to improve the quality of patient-centered care. | |
| Experience *Jan. – Jun. 2021*  **ASSISTANT OPERATIONS MANAGER**  OBGYN Group of Eastern CT | South Windsor, CT   * Liaised between internal and external stakeholders to provide updated project status and performance reports. * Coordinated project materials by managing physical and digital files, monitoring spreadsheets and updating reports. * Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability. * Assisted executive leaders in decision-making processes by creating daily reports and suggesting areas for development. * Developed corporate objectives and strategies collaborating on quality metrics and key performance indicators (KPI), as well as strategizing with cross-functional teams on improvement measures related to quality. * Implemented process improvements based on identification of productivity or quality issues. * Implemented conflict-resolution tactics by cooperating with clients and staff to achieve team objectives.   *Jan. – Jun. 2019*  **DIGITAL MEDIA MARKETING INTERN**  Overcoming PTSD | Charlestown, RI   * Utilized social media data analytics software to monitor content performance and user engagement trends for over 100 Instagram posts * Applied neuromarketing research concepts to optimize the visual and textual appeal of 20 posts, 5 of these outperformed all previous 200 posts   SEP. 2016 – MAY 2017  **ACADEMIC COACH**  Academic Enhancement Center,URI| Kingston, RI   * Consulted students on academic performance to identify areas for improvement * Prescribed study plans based on well-known strategies for time management, organization, and exam preparation * Scheduled and maintained weekly appointments to review progress for over 20 students     JUN. 2015 – AUG. 2017  **ASSISTANT MANAGER**  Rhode Island Paddle Sports| East Greenwich, RI   * Instructed individuals, large groups, and families on both how to properly use water-sports equipment and on safety procedures * Coordinated water-sports activities for 80-100 customers per day | |