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|  | **Mihnea Andrei Stancu**Assistant Operations Manager |  |
| Contact1 Atwood PlaceWest Haven, CT 06516401 440 4020mandreistancu@gmail.com EducationM.H.A. University of New Haven West Haven, CTMay 2021GPA: 4.0B.S. Health SciencesUniversity of Rhode IslandKingston, RIMay 2019Cum LaudeMinors:General Business & Leadership StudiesSkillsMS Excel, Word & PowerPointAdaptabilityTeamworkProblem-SolvingCertifications & LicensesLean Six Sigma Green BeltMS Excel Expert (2021)EMT Basic LicenseBLS CertificationACLS Certification | ObjectiveGraduate 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

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