

Andrew Ly

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Northeastern University - Health Science and Sociology

Education

Northeastern University

Boston, MA

Class of 2027— BS Health Science and Sociology combined major.

- Relevant courses: Healthcare Policy & Admin, Foundations in Biostatistics, Communication Skills in Healthcare.

Work Experience

Medical Administrative Assistant (Co-op) | Mass Eye and Ear

Boston, MA

Jan 2026 - June 2026

- Audited and restructured patient instruction folders, eliminating duplicate materials and standardizing file organization for improved team accessibility
- Reconciled active referral work queues against scheduling records to ensure accurate patient tracking and on-time appointment completion
- Reduced no-show rates through structured reminder outreach, improving schedule adherence and appointment utilization
- Triageed and routed Epic In-Basket messages to appropriate physician coordinators daily, maintaining workflow accuracy and reducing message backlog
- Managed high-volume patient inquiries across phone and in-person channels in a fast-paced clinical environment

Investor Data/Market Research Assistant | Northeastern University

Remote

Aug 2025 - Present

- Extracted and verified financial data from SEC EDGAR 13D filings and activist investor letters to support faculty-led equity research
- Applied AI tools (Claude, ChatGPT) to streamline document review workflows, improving speed and structure of information extraction across large-scale public filings
- Cleaned and standardized research datasets in Excel, ensuring consistency and accuracy across all deliverables

Lab & Administrative Assistant (Co-op and Part Time) | Atrius Health

Needham, MA

Jan 2025 - Jan 2026

- Processed and uploaded lab results and diagnostic reports into Epic EHR with high accuracy in a HIPAA-compliant, high-volume environment
- Organized and retrieved 100+ pathology slides daily using filing protocols, supporting uninterrupted lab operations
- Reviewed clinical documents against established quality standards, removing redundant content to ensure record integrity
- Monitored and replenished clinical inventory across lab stations, preventing supply shortfalls and sustaining operational continuity

Senior Barista & Management Support | Coco Leaf Dessert & Cafe

Dorchester, MA

May 2020 - July 2025

- Developed onboarding materials and trained 6+ new employees, standardizing instruction and reinforcing team performance expectations
- Coordinated shift operations in a high-volume environment, managing real-time workflow adjustments to sustain service continuity
- Managed inventory tracking and supply ordering to prevent stock shortfalls and maintain operational continuity
- Designed promotional and menu materials using Canva, supporting in-store communications and brand consistency

Skills

- Technical: Epic EHR (In-Basket triage, referral tracking, data entry, records management), Microsoft 365 (Word, Outlook, Teams, Excel, PowerPoint), Google Workspace, Canva
- AI-Assisted Research: ChatGPT, Claude AI, Gemini (data extraction, document review, information synthesis)
- Languages: English, Vietnamese