

# Cheyne Beilman

Tully, NY | Cheyne.beilman@gmail.com | (315) 256-3983 | linkedin.com/in/cheyne-beilman-9ba76828a | extern.com

## PROFESSIONAL SUMMARY

---

Master's student in Healthcare Administration (Digital Transformation concentration) with a foundation in healthcare operations, care-coordination workflow analysis, and process improvement. Experienced in applying root cause analysis, stakeholder mapping, and dashboard design to strengthen operational efficiency and patient-centered service delivery within clinical settings.

## EXPERIENCE

---

### Extern, Healthcare Operations & Consulting Externship

June 2026 – August 2026

*Institute of Mental Health*

- Analyzed care-coordination workflows within an acute mental health setting to assess impact on patient experience, continuity of care, and safety
- Conducted stakeholder mapping and workflow analysis of case management operations; identified post-discharge patient disengagement as the highest-risk gap in follow-up care continuity
- Applied root cause analysis frameworks (Ishikawa/fishbone diagram, 5 Whys) to diagnose operational gaps across staffing, protocols, technology, and communication
- Translated a clinical decision tree into a visual outreach and escalation protocol for patients who missed initial follow-up appointments, supporting more consistent care-team response
- Designed an 8-metric dashboard prototype to improve real-time visibility into case management workload, task ownership, and follow-up status across the care team

### Manager

June 2016 – September 2023

*Mark's Pizzeria*

*Skaneateles, NY*

- Directed daily restaurant operations, coordinating service preparation and securing cash deposits after hours
- Maintained efficient workflow and consistent service quality across all shifts
- Resolved customer, employee, and operational issues promptly to minimize service disruption
- Verified incoming food deliveries to uphold quality standards and ensure health regulation compliance

### Operations Manager In-Training Intern

January 2016 – May 2016

*Sky Zone Trampoline Park Syracuse*

*Syracuse, NY*

- Supervised a diverse team in a fast-paced environment, overseeing facility operations, maintenance, and customer safety
- Executed corporate programs and marketing campaigns at the Syracuse location to enhance customer engagement
- Maintained timely and accurate data entry for scheduling, inventory, ordering, and sales and marketing performance tracking

### Intramurals/Game Day Management Intern

September 2015 – December 2015

*Cazenovia College Athletics*

*Cazenovia, NY*

- Developed, implemented, and managed all aspects of a campus intramural program
- Supervised student staff in event management of campus athletic events, ensuring efficient operations and stakeholder engagement
- Served as primary point of contact during dedicated office hours; recorded statistics and updated team rosters and event results on the athletic website

## EDUCATION

---

### Northeastern University / Mayo Clinic College

Boston, MA

*Master of Management: Healthcare Administration with Concentration in Digital Transformation in Healthcare (M.S.).*

*September 2024 - Present*

### State University of New York at Cortland

Cortland, NY

*Master of Science in Sport Management (M.S.).*

*January 2016*

### State University of New York at Albany

Albany, NY

*Bachelor of Arts in History, Minor in English (B.A.).*

*May 2011*

## SKILLS

---

**Healthcare Operations:** Healthcare Operations, Care-Coordination Workflow Analysis, Process & Workflow Mapping, Root Cause Analysis, Stakeholder Mapping

**Analytics & Technology:** Dashboard Design, Data Visualization (Tableau), Microsoft Excel

**Leadership & Communication:** Team Leadership, Operations Management, Problem Solving, Written and Verbal Communication, Customer Service

## CERTIFICATIONS

---

- Work Smarter with Microsoft Excel (Coursera) - Credential ID: PMBT8NGY7G5N

## AWARDS & HONORS

---

- Top Performer, Institute of Mental Health (2026) - Top 10% of cohort

## **COMMUNITY INVOLVEMENT**

---

- 2014 Empire State Senior Games Volunteer
- Canal Society of New York State Volunteer
- Red Cross Club Member
- Juvenile Diabetes Fundraiser Co-Chair