

JENNIFER PLAZAS

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EDUCATION

Rider University, Norm Brodsky College of Business, Lawrenceville, NJ May 2025

B.S. in Business Administration; Major: Computer Information Systems, Minor: Business Analytics

Relevant Coursework: Business Analytics with Python, Practical Business Analytics: Excel & R, Data Mining, Database Systems, Intro to Business Analytics, Business Statistics

SKILLS

Data & Analytics: SQL, Python, Microsoft Excel, Tableau, SAP, data cleaning, data quality review

Programming: SQL, Python, JavaScript, HTML, CSS, jQuery

Systems: Windows Server, Active Directory, Linux, PowerShell

Certifications: Google Data Analytics Certification (2025–2026); CITI Program Certification – Social & Behavioral Research (2024–2027)

Languages: English, Spanish

EXPERIENCE

IT Support Specialist, Hackensack Meridian Health, Edison, NJ April 2026 – Present

- Support Windows Server, Active Directory, Exchange, and end-user computing environments through account administration, system maintenance, and data-driven issue resolution
- Troubleshoot data access, connectivity, and system issues for clinical and administrative staff, ensuring reliable access to operational information
- Assist with system updates, patching, and PowerShell-based administration tasks to maintain data integrity and system reliability across a large healthcare organization

Healthcare Administration Research Intern, RWJBH Hospital Somerset, Somerville, NJ February – May 2024

- Contributed to a retrospective study on the impact of professional interpretation services in acute care settings, supporting data collection and analysis
- Analyzed data on patient safety events, length of hospital stay, readmission rates, and satisfaction scores to surface insights for stakeholders
- Reviewed medical records, cleaned survey data, and re-coded variables to ensure accuracy and usability for analysis

Bank Teller, Santander Bank, Ocean, NJ August 2024 – December 2025

- Processed and verified daily transactions with a strong focus on accuracy, attention to detail, and regulatory compliance
- Balanced cash drawers and reconciled records daily to maintain data accuracy and accountability

Administrative Assistant, FM Financials, Neptune, NJ December 2023 – Present

- Organize and maintain files and records to streamline office operations and reporting
- Produce accurate meeting minutes and documentation to support transparency and communication

DATA PROJECTS & PROFESSIONAL DEVELOPMENT

Participant, DataFest, Rider University, Lawrenceville, NJ 2025

- Competed in a data analytics hackathon, analyzing complex, large datasets on student learning experiences in statistics courses
- Collaborated with a team to formulate problems, identify key learning challenges, and present actionable insights for teaching strategies

ACTIVITIES & COMMUNITY INVOLVEMENT

- Member, ALPFA (Association of Latino Professionals For America) — January 2024 – Present
- Member, Data Analytics and Information Systems Club — September 2022 – May 2025
- Member, SSS TRIO — September 2021 – May 2025

