

Kimberly Aron

Data Analytics | Process Improvement | Healthcare

kimberly.aron@eastern.edu ❖ [LinkedIn](#) ❖ US Citizen from Florida

SUMMARY

M.S. Data Analytics candidate with experience in healthcare operations, cross-functional communication, customer service, and sensitive client data management. Seeking to combine data analysis, program design, and healthcare domain knowledge for operational improvement and decision-making. Mandarin Chinese proficiency ensures I am suited to support global, diverse teams.

SKILLS

[Excel](#), [Tableau](#), [Python](#), SQL, Data visualization, Business intelligence, Customer service, Healthcare data management, Change management, Care coordination, Microsoft Office, Attention to detail, Cross-functional communication, Mandarin Chinese

EXPERIENCE

Institute of Mental Health | Extern

Jul 2026 – Sep 2026

Healthcare Operations & Consulting Extern
Remote

- Healthcare operations and strategy consulting externship focused on analyzing mental health case-management workflows across inpatient, emergency, discharge, outpatient, and community-care transitions for Singapore's Institute of Mental Health.
- Outputs: clinical workflow and stakeholder maps, root-cause and process-risk analyses, best-practice research, improvement recommendations, and an interactive dashboard prototype quantifying case-management workload, coordination activities, operational risks, and value.

Weekend Health

Jan 2024 – Feb 2025

Member Experience Manager
San Francisco, CA

- Managed high-volume patient communications and translated complex medical, pharmacy, and insurance information into clear, actionable guidance for clients receiving GLP-1 medication treatments.
- Collaborated with clinicians, pharmacies, and internal teams to maintain secure documentation, communication flow, and service consistency for clients in a health program.
- Responded to at least 120 client inquiries and operational tasks daily, while identifying workflow improvements to reduce delays in prescription processing.

Noom Inc.

Sep 2019 – Nov 2022

Health Coach
New York, NY

- Delivered structured health education and behavior-change coaching to groups of 50 - 100 clients, supporting engagement and health program adherence.
- Translated complex health and behavioral concepts into accessible written communication for diverse audiences in a digital weight management program.
- Identified onboarding and user-experience issues, documented recurring problems with company mobile application, and recommended process improvements to reduce client confusion and internal errors.

EDUCATION

Eastern University (Graduating: Feb 2027)

MS, Data Analytics

Coursework: Data Science for Business, Introduction to Statistical Modeling, Data Analytics in R, Artificial Intelligence | 4.0 GPA

University of Wisconsin-Madison

Transfer Credit, Business Analytics

Coursework: Statistics & Programming for Business Analytics (Python), Data Visualization for Business Analytics | 3.67 GPA

University of Florida

BS, Family, Youth and Community Sciences

Coursework: Applied Social Research Methods, Human Resource Management for Nonprofit Organizations | 3.33 GPA