

DARLENA JOHN, MPA

HEALTHCARE DATA & ANALYTICS | QUALITY IMPROVEMENT | PROGRAM PERFORMANCE

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PROFESSIONAL SUMMARY

Public health and healthcare program professional transitioning into healthcare data and quality analytics, with experience in program performance, reporting, data quality, compliance monitoring, and healthcare operations. MPA in Inspection & Oversight with hands-on project experience in SQL, Excel, Power BI, Python, data validation, visualization, descriptive statistics, and KPI reporting. Experienced in translating healthcare and public-health data into clear findings, practitioner-focused communication, and operational insights. Targeting Healthcare Data Analyst, HEDIS Analyst, Healthcare Quality Analyst, Quality Improvement Analyst, and healthcare analytics roles.

CORE COMPETENCIES

Healthcare Data & Quality Analytics • HEDIS & Quality Measurement • Program Performance & KPI Reporting • Data Validation & Quality Assurance • Program Evaluation • Statistical Analysis • Healthcare Operations • Compliance & Regulatory Reporting • Data Visualization • Practitioner Communication • Stakeholder Collaboration

TECHNICAL SKILLS

Analytics: SQL • Microsoft Excel (PivotTables, XLOOKUP, PivotCharts) • Power BI • Python (Foundational) • Data Cleaning & Validation • Data Visualization

Healthcare Systems: AIRS • ADAP • Meditech EHR • Altera EHR

AI & Productivity: Microsoft Office • Claude • ChatGPT

PROFESSIONAL EXPERIENCE

Healthcare Data Analytics Extern | Extern | Remote | 2026

Partner: TruBridge

- Developed a healthcare analytics project addressing a defined research question using 2024 ACS 5-Year census-tract data and a matched public-health dataset.
- Prepared and validated 2,231 matched NYC census tracts, reviewing duplicates, missing values, variable types, and data quality before analysis.
- Analyzed the relationship between housing burden and depression prevalence using an analytical method selected to fit the research question.
- Stress-tested the analysis by reviewing assumptions, data quality, interpretation, and limitations to determine whether the finding was supported by the data.
- Translated statistical findings into plain language and developed a practitioner brief designed for a healthcare audience without statistical training.
- Documented the project from research question and dataset preparation through analysis, stress testing, interpretation, and final practitioner communication.

Program Manager – HIV Prevention (PSN & IE PrEP) | Wyckoff Heights Medical Center | Brooklyn, NY | Dec 2025 – May 2026

- Managed day-to-day operations for 2 grant-funded HIV prevention and PrEP programs and supervised 3 staff members supporting program delivery.
- Produced and validated program reports using AIRS, ADAP, Meditech, and Altera to support reporting requirements, data quality, and compliance.
- Analyzed enrollment, retention, and program performance information to identify trends and support operational decision-making.
- Maintained audit-ready documentation and quality assurance processes supporting grant reporting, regulatory compliance, and data completeness.
- Collaborated with multidisciplinary healthcare teams and community partners to improve reporting quality, participant engagement, and access to prevention services.

Women's Health Coordinator | Diaspora Community Services | Brooklyn, NY | Aug 2024 – Dec 2025

- Directed women's health programming focused on HIV prevention, wellness education, health equity, and access to preventive services; oversaw 3 programs and supervised 1 staff member.
- Designed and implemented educational workshops and tracked program participation, documentation, and outcomes.
- Monitored program documentation and reporting processes in alignment with program requirements.
- Developed community partnerships and supported stakeholder engagement, program sustainability, and identification of funding opportunities.

Program Coordinator | Diaspora Community Services | Brooklyn, NY | Apr 2023 – Aug 2024

Darlana John, MPA

- Coordinated community-based programs supporting survivors of sexual assault, domestic violence, and human trafficking.
- Managed a caseload of 100+ participants while maintaining accurate records, tracking participant outcomes, and coordinating resource navigation.
- Facilitated support groups, workshops, and community engagement activities and collaborated with multidisciplinary teams.
- Connected participants with housing, healthcare, legal advocacy, and social-service resources while maintaining confidential program documentation.

Crime Victim Advocate | Safe Horizon | New York, NY | Aug 2019 – Mar 2023

- Provided crisis intervention, advocacy, safety planning, court accompaniment, and resource referrals to survivors of domestic violence and crime.
- Coordinated services with law enforcement agencies, healthcare providers, and community organizations.
- Maintained confidential case-management documentation and records in compliance with organizational standards.

INDEPENDENT TECHNOLOGY & DATA ANALYTICS STUDY

May 2026 – Present

- Conducting self-directed study and hands-on projects in SQL, Excel, Power BI, Python, data analysis, visualization, and digital health technology.
- Building a healthcare-focused analytics portfolio using public datasets, dashboards, and digital health applications.

SELECTED DIGITAL HEALTH & ANALYTICS PROJECTS

- Extern Healthcare Analytics Project — NYC census-tract analysis, statistical analysis, stress testing, and practitioner brief; TruBridge partner project.
- Women's Health Navigation — digital health resource and referral application supporting women's health education and navigation.
- My Choice Health Hub — digital health and health education application.
- SafeSteps — domestic violence survivor support and resource-navigation application.

EDUCATION

Master of Public Administration (MPA), Inspection & Oversight | John Jay College of Criminal Justice, CUNY | Graduated June 2026

CERTIFICATIONS & ADDITIONAL TRAINING

Microsoft Power BI Data Analyst (PL-300) — In Progress • Python Essentials 1 — Cisco Networking Academy • Excel Skills for Business Specialization — Coursera • Certified Community Health Worker • Notary Public — State of New York • SANE/SAFE Sexual Assault Forensic Training • NY State Sexual Offense Evidence Collection Kit Training • Introduction to Claude AI