

# Ayesha Khan

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## SUMMARY

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Dedicated Hospital Administrator with over 7 years of experience in healthcare management, specializing in operational efficiency and patient satisfaction. Proven track record of implementing innovative solutions that enhance service delivery and reduce costs.

## EXPERIENCE

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### Hospital Administrator

Jan 2022 - Present

*Saint Mary's Medical Center, San Francisco, CA*

- Increased patient satisfaction scores by 25% within one year through enhanced service protocols and staff training.
- Reduced operational costs by \$1.2 million annually by negotiating new vendor contracts and optimizing resource allocation.
- Implemented Electronic Health Records (EHR) system, improving patient data accessibility and reducing patient intake time by 40%.

### Assistant Hospital Administrator

Jun 2018 - Dec 2021

*Green Valley Hospital, Los Angeles, CA*

- Streamlined patient admission process, decreasing wait times by 30% and improving overall hospital throughput.
- Led a team project that enhanced compliance with health regulations, resulting in a 20% reduction in audit findings.
- Conducted staff performance evaluations and implemented a new training program that increased staff retention by 15%.

### Healthcare Operations Coordinator

May 2015 - May 2018

*Sunnyvale Medical Group, Sunnyvale, CA*

- Managed daily operations of a multi-specialty clinic serving 10,000+ patients annually, ensuring quality care delivery.
- Developed and implemented new scheduling procedures that improved appointment availability by 35%.
- Coordinated patient outreach programs that increased preventative care participation by 50% over two years.

## EDUCATION

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### Bachelor of Science in Healthcare Administration

May 2015

*University of California, Berkeley, Berkeley, CA • GPA: 3.8*

## SKILLS

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**Technical Skills:** Healthcare Management, EHR Implementation, Data Analysis, Quality Improvement

**Tools & Frameworks:** Epic Systems, Cerner, Lean Six Sigma, Project Management Software