

ALEX DEPAUL

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EDUCATION **BS, Health Sciences** | DePaul University Expected Jun 2022
Public Health Sciences Concentration
3.7 GPA | Dean's List

EXPERIENCE **Front Desk Associate** | Sunnyside Park Wellness Center Sep 2020 – Present

- Greet, check in, and direct clients to their appointments, creating a welcoming atmosphere and resulting in a 97% customer approval rating on post-appointment surveys
- Manage 40+ incoming calls daily, including accurately scheduling appointments and treatments and successfully resolving client questions and concerns
- Write and send quarterly newsletter through MailChimp to disseminate center updates, program schedules, wellness tips, and provider profiles to clients, achieving a 35% average open rate
- Initiated and led a redesign of the center's website and launched a web-based scheduling form that resulted in a 25% increase in appointments over 6 months
- Implemented a new electronic filing system as part of the center's transition from print to digital records, which increased record accuracy and file organization and decreased record retrieval time

Administrative Intern | Fall Oaks Children's Hospital Jun 2019 – Aug 2019

- Completed 2-week rotations through the hospital's Center for Diversity & Inclusion, Telehealth department, and Research Administration department
- Participated in departmental meetings and events and shadowed administrators to understand departmental operations and decision-making
- Researched diversity, equity, and inclusion (DEI) programs at peer institutions and conducted an academic literature review to compile best practices for effective DEI programs and policies, and presented recommendations to the Center for Diversity & Inclusion director and senior managers in a 30-minute presentation and 20-page report

LEADERSHIP **Service Chair** | DePaul Health Equity Association Jan 2020 – Present

- Organize 5+ volunteer service projects each quarter for the club's 50 members, including liaising with community organizations to foster partnerships and coordinating all project logistics with club members
- Participate in bi-weekly Executive Board meetings to establish and oversee club priorities and policies and to provide service project updates to fellow club leaders

SKILLS

- Project management
- Customer service
- Research
- Communications
- Website design and administration

TECHNOLOGY

- Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams)
- Google Suite (Docs, Sheets, Slides, Forms)
- Asana
- Zoom
- MailChimp