

MANDY MEI WAN CHAN

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EXPERIENCE

READI LAB, UCSF

Assistant Clinical Care Coordinator

San Francisco, CA

Aug 2017 - Present

- Collected, cleaned, and analyzed unstructured data, with preliminary findings suggesting that 83% of participants who stay actively engaged on Facebook are more likely to abstain from smoking for 7+ days; indicates feasibility of using social media sites as a form of digital health intervention
- Designed compelling data visualization to demonstrate statistically significant results, presented at the College on Problems of Drug Dependence 2018 conference
- Identified inefficiencies in how participant engagement were being tracked and measured; redesigned a new project management tool that increased productivity

ScribeAmerica, Zuckerberg San Francisco General

Quality Assurance Manager, Emergency Medical Scribe

San Francisco, CA

Nov 2014 - Jun 2017

- Conducted interviews to identify employee experiences, resulting in new training processes that standardized the development of 20+ incoming scribes
- Developed and executed performance improvement plans, maintaining < 90% overall staff performance
- Performed real-time documentation of 4000+ medical charts into Electronic Medical Record systems (EPIC, Pulsecheck), which included but not limited to: procedures, prior medical history, lab tests, radiology studies

Brighten Center, UCSF

Research Assistant

San Francisco, CA

Aug 2014 - Aug 2015

- Identified and managed recruiting channels (LinkedIn, Facebook), increasing participant recruitment from 50 members to 200 members

Academia.edu

User Operations Lead

San Francisco, CA

Jul 2013 - Jun 2014

- Spearheaded the implementation of the company's first customer service software to handle the demands of a 3M+ to 10M+ user database
- Collected, analyzed and generated weekly reports on user feedback, product use and pain points; resulted in new product ideas such as bookmarking favorite papers and allowing co-authors for papers
- Collaborated with the Design and Engineering team to prioritize and resolve product issues

EDUCATION

San Francisco State University

Pre-Health Profession Certificate Program

GPA: 3.97

Jun 2016

University of California - San Diego

B.S in Biochemistry & Cell Biology • Provost Honors in 2009-2011

GPA: 3.33

Dec 2013

Extracurricular activities: Alternative Breaks, Secretary of Delta Delta Delta, Chinese American Society Association

ADDITIONAL

Tests: MCAT (514 | 91%)

Technical skills: MS Office, HTML/CSS, SQL, Mode Analytics

Languages: Conversational Cantonese

Interests: Boxing, hiking/camping, making macarons