ELSIE A. ONASANYA

Chicago, IL

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**EDUCATION**

**Governors State University, Chicago, IL**

* B.S in Health Informatics- 2026
* Minor in Business Administration- 2026

**Malcolm X City College, Chicago, IL**

* Associate's in Science- 2021

**RELEVANT COURSEWORK\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Business Management, Computer Programming I-II, Economics, Financial & Managerial Accounting, Calculus, Data & Information Management, Business Process Management, Enterprise Architecture, Project Management, Managing Organizational Behavior, Principles of Marketing, Management Information Systems, and Operations Management, Analysis & Design of Health Information Systems, Information Tech Project Management, Object-Oriented Programming, App development, Database systems, Software Development

**CERTIFICATION**

* CCNA- Cisco Certified Network Associates
* Cybersecurity Certification CCC
* Basic Nursing Certification
* Patient Care Technician

**INTERNSHIP, AFFILIATIONS & EMPLOYMENT HISTORY**

**Intersect Healthcare and Appeal Masters** Townson, MD

***Intern (Association for Healthcare Denial and Appeal Management)*​ | June 2023- August 2023**

* Responsible for daily administrative tasks that include file management, proper handling of sensitive patient information (HIPAA), and organization of webinar documents.
* Synthesized current business data to produce monthly reports, and polished spreadsheets, highlighting findings and creating statistical summaries.
* Supported ad hoc requests for data mining, analysis, and report to assist the generation of hypotheses for network participants.

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**ALPHA KAPPA ALPHA SORORITY INC, Chicago IL**

***Administrative Assistant Temp*| December 2022- April 2023**

* Oversee administrative assistants in specific business units, including scheduling and timecard reporting
* Answer phones, organize visitor information, and direct clients to appropriate groups
* Manage digital and physical filing systems for all departments
* Perform ongoing clerical duties such as managing supply inventory, preparing presentations, organizing meetings, and arranging executive travel
* Support marketing efforts by assembling and distributing print and email communications about upcoming campaigns

**Motorola Solutions**

***IT Help Desk Technician (hybrid)|* July 2021- November 2022**

* Create, maintain, and update IT equipment in our asset tracking software.
* Assist with IT onboarding of resources including new pc's, loaner pc's, IT  
  Training, etc.
* Complete IT responsible tasks associated with off-boarding of retired resources assets.
* Track all customer communication and users' requests / problems in the Help Desk system. Ensure customer satisfaction by reviewing and performing follow-up communications on open/closed tickets. Update associated knowledge-base with standard resolutions as required.
* Coordinate between other IT resources (internal and external) and vendors to resolve issues and proactively evaluate and avoid future issues related to hardware and software on users' computers.

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**Genesys Works**

***Young professional*| June 2018- August 2018**

* Learned how to use Cisco Packet Tracer and Microsoft
* Performed hardware and software installation of Cisco routers.
* Selected from an applicant pool of over 1200 junior high school students to participate in a rigorous professional skills and Information Technology training program for eight weeks during the summer.

**SKILLS & INTERESTS**

**Programming Languages**: Java (Beginner), JavaScript (Beginner), C++, PYTHON, SQL

**Interests**: Business Analyst, Finance, Marketing, Information Technology, Management, Digital Marketing, Project Management, Data Management

**Skills**: Inventory Management, Supply Chain Management, Written and Oral Communication, Alteryx, Pitch-Pro, Graphic Design , Time Management, Analytical Thinking, Business Analytics, Data Mining, Data Modeling, Data and Trend Analysis, Customer Service, Data Visualization, Research, Technical Support, Agile Practices, Application Development, Data Management, Solution Design, Salesforce, SAS, power bi, Power Query, Oracle, Microsoft Applications (Excel, Word, PowerPoint, Access & Outlook)