ROBERT HICKS

Master of Business Administration (MBA) | Business Operations, Compliance & Strategy

New York, NY | (646) 353 2975 | Robert.cs.hicks@outlook.com | linkedin.com/in/roberthicksenvsci

EXECUTIVE SUMMARY

Operations and regulatory compliance professional pursuing a dual MBA and MHA with a proven record in fiscal budgeting, risk mitigation, enterprise data integrity, and interagency operations. Experienced in auditing high volume municipal programs, managing complex financial benefit budgets for 300+ clients, documenting regulatory violations for administrative enforcement, and leading operational compliance initiatives. Built for business operations, compliance management, and strategic leadership roles.

EDUCATION

University of Phoenix | Dual *Degree Candidate: Master of Business Administration (MBA) & Master of Health Administration (MHA)*

30% of MBA curriculum completed; all core MHA curriculum completed.

University of Colorado Denver | *Graduate Coursework in Health Administration* **August 17, 2026 to December 12, 2026**

Transitioned back to University of Phoenix to align coursework directly with dual degree career objectives.

University of Phoenix | *Bachelor of Science in Environmental Science (Honors, Dean's List)* **January 2024 to June 2025**

Completed on an accelerated timeline via double course load.

Duke University School of Medicine | *Certificate in Medical Neuroscience* **November 2024 to February 2025**

PROFESSIONAL EXPERIENCE

BLS Instructor | University of Colorado Anschutz Medical Campus, Aurora, CO **October 1, 2026 to December 9, 2026**

- Commanded end to end clinical certification courses in adult, pediatric, and infant Basic Life Support (BLS), Automated External Defibrillator (AED) deployment, and Naloxone emergency intervention, independently directing instruction and skills assessments without instructor oversight.
- Enforced strict clinical resuscitation standards, including compression depth mechanics, single versus two rescuer ratios, and airway obstruction differentiation, to ensure participant readiness for high acuity medical emergencies.
- Governed classroom pacing, psychomotor evaluations, and compliance sign offs, validating candidate competency against national life support benchmarks prior to credential issuance.

Operations Intern | University of Colorado Denver, Housing & Dining, Denver, CO **July 30, 2026 to December 9, 2026**

- Spearheaded operational compliance and data integrity across StarRez and Excel databases, reconciling student immunization records, residential access rosters, and parking allocations to eliminate system discrepancies.
- Directed facility security and chain of custody logistics for high volume residential deliveries, enforcing strict intake verification and secure containment protocols to prevent asset loss.
- Elevated workplace safety and cross departmental readiness by proactively escalating environmental hazards to senior leadership and driving full completion of daily operational mandates.

Associate Staff Analyst | New York City Transit Paratransit (MTA), New York, NY **January 2026 to July 2026**

- Orchestrated comprehensive audits of paratransit service delivery to ensure 100% adherence to ADA Title II and 49 CFR Part 37 federal mandates, implementing corrective action plans that mitigated legal and financial exposure.
- Led Root Cause Analysis (RCA) investigations into complex service failures and partnered with the Deputy Director to strengthen operational service standards across 100,000+ daily riders.
- Evaluated functional eligibility documentation against logistical capacity to optimize fleet utilization and equitable service delivery.

Eligibility Specialist III | NYC Department of Social Services, New York, NY **July 2023 to April 2024**

- Directed complex financial budgeting, household income verification, and public benefit allocations across Medicaid, SNAP, and Cash Assistance for an active caseload of 300+ clients.
- Audited client financial records within eMedNY and the Welfare Management System (WMS) to adjudicate benefit budgets, prevent fiscal discrepancies, and maintain zero audit errors.
- Collaborated across multidisciplinary teams to resolve authorization bottlenecks and sustain accurate, compliant fiscal stewardship under strict federal, state, and municipal guidelines.

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Humanitarian Relief Liaison | NYC Office of the Mayor, HERRC, New York, NY **April 2023 to July 2023**

- Synchronized operational workflows and interagency resources across city agencies (DSS, NYCEM, DOHMH) and NGO partners to stabilize high volume field operations.
- Tracked daily site capacity, resource allocation metrics, and rapid response logistics to deliver executive situational reports to city leadership.

Compliance & Transportation Specialist | NYC Department of Education, Astoria, NY **February 2014 to June 2016**

- Documented school bus driver regulatory violations and prepared formal noncompliance case paperwork to refer drivers for administrative hearings and fine or suspension determinations.
- Coordinated safety critical transportation logistics and routing across the nation's largest school district, acting as a primary liaison among schools, parents, and transportation vendors to resolve transit disruptions and enforce state safety protocols.

CORE COMPETENCIES & CERTIFICATIONS

Business & Fiscal Operations: Financial Budgeting & Allocation, Regulatory Compliance Auditing, Noncompliance Documentation & Case Preparation, Risk Mitigation, Root Cause Analysis (RCA), Design of Experiments (DoE), Executive Reporting

Systems & Analytics: Microsoft Excel Analytics, StarRez, eMedNY, Welfare Management System (WMS), Chain of Custody Logistics, Asset Control

Certifications & Honors: FEMA IS 1009 (Public Assistance Grant Execution), American Heart Association Core & BLS Instructor Essentials, UCHealth Compliance Training, National Society of Leadership and Success, Dean's List