ROBERT HICKS

Master of Health Administration (MHA) | Healthcare Operations, Fellowships & Internships

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EXECUTIVE SUMMARY

Healthcare operations leader and dual degree candidate combining frontline clinical experience, municipal regulatory oversight, and fiscal stewardship. Completed all core Master of Health Administration coursework alongside an honors Bachelor of Science in Environmental Science and clinical neuroscience training from Duke University School of Medicine. Proven track record in ADA and Medicaid compliance, high volume client budgeting, Root Cause Analysis, and clinical life support instruction, positioned for healthcare administrative fellowships, hospital operations, and health system leadership.

EDUCATION

University of Phoenix | *Dual Degree Candidate: Master of Health Administration (MHA) & Master of Business Administration (MBA)*
All core MHA curriculum completed; 30% of MBA 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, identifying systemic service gaps and implementing corrective action plans to mitigate legal and financial liability.
- Led investigations into complex customer grievances using Root Cause Analysis (RCA) to resolve service failures for vulnerable populations, collaborating with the Deputy Director to elevate door to door service standards affecting Social Determinants of Health (SDoH) for 100,000+ daily riders.
- Evaluated functional eligibility assessments for paratransit applicants, integrating medical necessity documentation with logistical capacity to ensure equitable access to non emergency medical transportation (NEMT) for riders with chronic conditions.

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

- Executed complex financial budgeting, income verification, and benefit calculations across Medicaid, SNAP, and Cash Assistance for an active caseload of 300+ clients within a specialized trauma informed care unit.
- Leveraged state health informatics platforms, including eMedNY and the Welfare Management System (WMS), to verify active coverage, adjudicate benefit budget parameters, and resolve enrollment discrepancies with zero audit errors.

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- Partnered with clinical case managers, social workers, and multidisciplinary healthcare teams to integrate public benefit budgets into comprehensive patient recovery and stabilization plans.

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

- Coordinated on site operational workflows and interagency resources across DSS, NYCEM, DOHMH, and contracted NGOs to accelerate crisis stabilization and urgent medical referrals for arriving vulnerable populations.
- Monitored daily site capacity, service allocation metrics, and rapid response logistics to deliver actionable situational reports directly to executive city leadership.

Lead Medication Technician | Carriage House, Florence, SC **December 2020 to November 2021**

- Directed end to end medication administration workflows for high volume resident populations with 100% adherence to physician orders, South Carolina DHEC regulations, and eMAR logging standards.
- Executed mandatory shift change narcotic counts and perpetual pharmaceutical inventory audits, achieving zero discrepancies across controlled substance reporting and asset reconciliation cycles.
- Supervised shift teams of care technicians during COVID 19 operations, enforcing biocontainment, PPE protocols, clinical escalation paths, and post acute care intake logistics.

CORE COMPETENCIES & CERTIFICATIONS

Healthcare Operations: Regulatory Compliance (ADA Title II, 49 CFR Part 37, DHEC), Utilization Review, Root Cause Analysis (RCA), Design of Experiments (DoE), Social Determinants of Health (SDoH), Crisis Stabilization

Financial & Informatics: Public Benefit Budgeting, Medicaid & eMedNY, Welfare Management System (WMS), eMAR, StarRez, Microsoft Excel Analytics

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