

Amya L. Gilmore

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[LinkedIn](#)

Health Administration student with a proven record of operational leadership and equity-focused innovation across healthcare and business environments. Experienced in optimizing complex systems through workflow analysis, resource allocation, and performance improvement initiatives that enhance efficiency and patient outcomes. Skilled in translating operational data into strategic decisions, driving cross-functional collaboration, and advancing advocacy for equitable, sustainable, and patient-centered care. Committed to integrating business acumen with public health leadership to strengthen organizational performance, expand access, and deliver measurable impact across diverse communities.

EDUCATION

North Carolina Central University | Durham, NC | Expected May 2027

Bachelor of Health Administration; 3.8/4.0 GPA

Relevant Coursework: Healthcare Risk Management; Healthcare Law and Ethics; Health Information Technology; Organization and Management; Public Health Policy; Elementary Statistics; Principles of Microeconomics; Legal Environment of Business; Principles of Accounting; Principles of Finance; Healthcare Economics and Finance; Health Data Management; Health Informatics; Human Resource Management; Research Methods & Evaluation; Intro to Health Systems; Quality Management in Healthcare; Bioethics; Introduction to Global Health.

Academic Projects:

NICU Escalation & Neonatal Safety Analysis: Conducted a structured review of delayed emergency cesarean escalation, identifying communication gaps and system-level risks affecting maternal–neonatal outcomes. Applied data interpretation and quality-improvement principles to develop actionable recommendations that strengthen interdisciplinary response workflows and enhance patient safety. Emphasized patient-centered care by promoting timely intervention, equitable treatment standards, and transparent communication between providers and families to reduce preventable harm and improve maternal–infant outcomes.

TECHNICAL AND PROFESSIONAL SKILLS

Technical: Microsoft Office Suite (Excel: data cleaning, charts, basic dashboards, conditional formatting); Payroll and Scheduling Systems; Canva; Google Workspace; Data Entry and Management; Data analysis and visualization; Operational Metrics Analysis; Health Information Systems; Squarespace.

Professional: Leadership, Training and Development, Project Coordination, Communication, Workflow and Process Optimization, Health Equity Advocacy.

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

Lean Six Sigma Yellow Belt, *Six Sigma Global Institute* (2026) | Managing Quality and Service Delivery in Healthcare, *Alison* (2026) | Social and Behavioral Research, *CITI Program* (2026) | Coaching Foundations Learning Series Scholar, *TMCf* (2026) | Project Management Foundations: Procurement, *NASBA* (2026) | Business Analysis Foundations: Competencies, *IIBA* (2026)

Additional Professional Certifications: Diversity and Inclusion Training | HIPAA for Healthcare Workers | Critical Thinking for Better Judgement and Decision-Making

WORK & LEADERSHIP EXPERIENCE

Amedisys | Franklinton, NC | July 2026–Present

Hospice Volunteer

- Maintains patient documentation in Home Care Home Base to strengthen care continuity and regulatory compliance.
- Coordinates bereavement mailings and sensitive family communications with professionalism and discretion.
- Applies confidentiality training and detailed-oriented data management to uphold HIPAA standards.
- Reinforces patient-centered care by supporting clear communication and compassionate service within interdisciplinary teams.

WakeMed Health & Hospitals | Wake Forest, NC | May 2026- August 2026

Healthcare Administration Shadowing

- Contributed to quality and risk management initiatives that improved departmental performance and patient experience.
- Analyzed RVUs, FTEs, and expenditures to identify inefficiencies and support data-driven resource allocation.
- Synthesized operational data and workflow observations into actionable insights for leadership, strengthening decision-making and care coordination.
- Observed interviewing and onboarding processes, gaining exposure to healthcare staffing workflows and equitable workforce development practices.

Black Maternal Health Disparities Policy Proposal | May 2026-July 2026

Undergraduate Researcher - North Carolina Central University

- Researched prenatal and postpartum care gaps affecting Black mothers ages 25–44 to identify systemic barriers in access and communication.
- Designed and distributed a maternal health survey assessing provider engagement, appointment compliance, and care-seeking behaviors.
- Conducted demographic and crosstab analyses revealing inequities in maternal healthcare delivery and informed recommendations for improving culturally competent care models.

Larry J. Gilmore Electrical Company, LLC | Franklinton, NC | January 2026-Present

Marketing Manager

- Executes targeted social media campaigns generating 500–1,000+ views per post and measurable engagement growth.
- Leads community outreach initiatives that increase local visibility by 30% during active campaigns.
- Applies project coordination and communication skills to strengthen small-business operations and client relations.
- Integrates data-driven marketing with community engagement strategies to expand service access and promote equitable local development.

WakeMed Health & Hospitals | Wake Forest, NC| June 2025 - August 2025

Healthcare Administration Shadowing

- Observed primary care operations serving 100+ patients daily, identifying workflow inefficiencies and opportunities for process improvement.
- Contributed to leadership and quality discussions focused on enhancing patient experience, care coordination, and operational consistency.

Wegmans Food Markets | Wake Forest, NC | September 2024-Present

Service Team Leader - September 2025-Present

Coordinator - May 2025-September 2025

Front-End Associate - September 2024-May 2025

- Advanced through leadership roles in a high-volume store exceeding six-figure daily sales, driving operational consistency and team performance.
- Guides and supports 100+ employees to maintain efficiency, compliance, and service excellence across departments.
- Streamlined onboarding and facilitated DEI training to strengthen collaboration and workplace culture.
- Implemented workflow adjustments that reduced bottlenecks during peak hours and improved service reliability.
- Participated in interviewing and onboarding processes, applying structured evaluation criteria and equitable hiring practices to support inclusive workforce development.

VOLUNTEER & COMMUNITY ENGAGEMENT

Habitat for Humanity | Wake Forest, NC | Volunteer

- Volunteer supporting safe, affordable housing through construction assistance and coordinated team efforts.

Tri-Area Ministry | Wake Forest, NC | Volunteer

- Volunteer supporting food and hygiene product distribution and community outreach promoting health equity.

ACTIVITIES & HONORS

University Dean's List (2022-2025) | University Honors Program (2022-2024) | National Association of Health Services Executives (NAHSE) Student Member | American College of Healthcare Executives (ACHE) Student Member | Wegmans

Scholarship Recipient (2026) | Honorary Medical Sciences Medal (2022) | Thurgood Marshall College Fund Scholar | TMCFL Leadership Institute Participant (2026)

Thurgood Marshall College Fund Leadership Institute | Washington, DC | September 2026

Conditionally Selected Participant

- Handpicked from a national pool of high-achieving students across HBCUs and Predominantly Black Institutes for a competitive leadership development program focused on professional growth, networking, and career readiness.