

Erika D. Griffin

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Professional Summary

Healthcare operations leader and analytics professional with 20 years of progressive leadership experience improving organizational performance through data analysis, performance measurement, strategic planning support, and continuous improvement. Experienced developing performance metrics, dashboards, and reporting systems to guide decision-making, improve operational efficiency, and strengthen accountability. Proven ability to lead teams, evaluate programs, manage budgets, and translate complex data into actionable insights that support organizational strategy and service delivery.

Key Impact Highlights

- Led and supported operational teams across EMS operations, training, and field services.
- Managed and supported oversight of a \$90,000 annual uniform budget, ensuring cost control and resource accountability.
- Designed and maintained performance tracking systems supporting operational reporting, workforce readiness, and leadership decision-making.
- Developed and delivered performance improvement plans resulting in measurable improvements in employee performance and operational compliance.
- Planned and coordinated professional conferences and training events serving 300–350 participants per event.

Analytics, Business & Leadership Expertise

Analytics & Decision Support: Data Analysis & Reporting | Exploratory Data Analysis | Trend Identification | Performance Measurement | KPI Reporting | Data Visualization | Dashboard Development | Retrospective Analysis | Quality Improvement | Process Improvement | Decision Support

Business & Operations: Operational Performance Analysis | Clinical Performance Analysis | Financial Analysis | Budget Oversight | Program Evaluation | Resource Allocation | Strategic Problem-Solving | Stakeholder Communication | Cross-Functional Collaboration

Technical Tools: Microsoft Excel (Advanced) | SQL (Basic) | Power BI (Foundational) | ESO ePCR | ESO Analytics | Google Workspace | Microsoft Office | LMS Reporting

Analytics Projects

Fleet Cost Analytics & Visualization: Performed exploratory data analysis on maintenance and operational cost data to identify trends and cost drivers. Developed dashboards to support total cost of ownership analysis, strategic budgeting, and data-informed resource allocation decisions.

Training & Compliance Analytics: Designed and maintained a data tracking system to monitor certification status and continuing education compliance. Analyzed participation and completion data to identify gaps, improve reporting accuracy, and support organizational readiness and performance management.

Clinical Performance Analytics: Developed a cardiac arrest performance tracking framework and analyzed outcome metrics to support quality improvement initiatives. Utilized retrospective data analysis to evaluate performance trends and inform evidence-based operational and clinical decision-making.

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Leadership Program Evaluation Analytics: Analyzed participant feedback and performance metrics to evaluate program effectiveness, measure engagement outcomes, and refine leadership development initiatives based on data-driven insights.

Professional Experience

Dare County EMS

Training Lieutenant | 2022 to Present

Operations Lieutenant | 2017 to 2022, *Field Training Officer* | 2016 to 2017, *Field Paramedic* | 2008 to 2016

- Analyzed operational data (call volume, geography, resource availability) to optimize staffing, resource allocation, and system performance.
- Develop and maintain performance dashboards, tracking tools, and reporting systems used by leadership for decision-making and strategic planning.
- Supervised and coordinated up to 25 personnel, ensuring operational readiness, workflow efficiency, and high-quality patient care.
- Lead process improvement initiatives focused on efficiency, training compliance, workforce development, and service delivery optimization.
- Designed and delivered leadership and professional development programming for field training officers, including authoring recurring training publications to support continuous staff growth.
- Manage and support budget accountability, including a \$90,000 annual uniform budget, ensuring cost-effective resource allocation.
- **Awards:** Dare County Employee of the Month and EMS Employee of the Month

Volunteer Experience

Pierce Foundation - Volunteer CFO/Secretary, 2026, Volunteer Planner 2025

- Event budgets, financial tracking tools, performance analysis, and reporting for regional nonprofit conferences and fundraising initiatives, Participated in planning First Responder Mental Wellness Summits serving 300-350 attendees

Education

- **MBA in Business Analytics** – University of North Carolina at Pembroke, In Progress, (August 2027) GPA: 4.0
- **Bachelor's Interdisciplinary Studies - Applied Professional Studies** (2026) – University of North Carolina at Pembroke, **Summa Cum Laude**, GPA 3.86, **University of Pembroke Scholars Award**
- **Paramedic Diploma** – College of the Albemarle, 2008
- **LPN Diploma** – York Vocational Technical School, 2002

Professional Affiliations

- Member - Omicron Delta Kappa National Leadership Honor Society
- Member - NC Association of Rescue and E.M.S., Inc.
- Founding Member - North Carolina EMS Leadership & Education Collaborative (NCEMS-LEC)

Licenses and Certifications

IBM Artificial Intelligence Fundamentals | NC EMS Leadership Academy Graduate | EMS Officer I & II | Principles in Ethics & Personal Leadership Instructor | NC Notary Public | NC Paramedic & LPN Licenses | FEMA ICS Training | AHA & NAEMT Instructor Certifications