

DANIZA (DANI) NERI

Margate, FL | [Email](#) | [LinkedIn](#) | [Portfolio](#)

SUMMARY

Operations leader with 5+ years of experience blending medical office management, workflow optimization, and Health Informatics graduate studies (San Jose State University). Leverages generative AI frameworks and visual design tools like Canva to develop standardized operational documentation, improve data reporting, and expand digital health accessibility for older adults and care teams.

CORE COMPETENCIES

Patient & Caregiver Support | Scheduling & Calendar Coordination | Staff Training & Onboarding | Operational | Documentation & Playbooks | HIPAA Compliance | Process Improvement | Workflow Optimization | Generative AI & Prompt Engineering | Stakeholder Communication | Data Management & Visualization | Customer Service & Support | SDOH Barriers in Aging Populations | Older Adult Advocacy | Community Resource Navigation

LANGUAGES

English - *Fluent* | Portuguese/Brazilian - *Fluent* | Spanish – *Conversational*

TECHNICAL SKILLS

AI Tools (ChatGPT, Gemini, Claude, Microsoft Copilot) | Canva | Microsoft Office Suite (Excel, Word, Outlook, PowerPoint) | Google Workspace | Dashboard Reporting | Data Tracking & Analysis | Documentation Management | SOP Development

EXPERIENCE

Solara Vita

Founder & Digital Navigator | Broward County, FL

Aug 2026 – Present

- Founded a digital health consultancy helping healthcare organizations close digital access gaps for older adults.
- Assess non-clinical barriers (SDOH), including digital literacy and tech adoption to connect older adults with accessible community and health resources.
- Conduct accessibility audits and use Generative AI (ChatGPT, Gemini, Claude) to build inclusive patient workflows and SOPs.

GPI Medical Center

Front Desk Coordinator | Pompano Beach, FL.

Jul 2026 – Aug 2026

- Navigated EHR systems to maintain precise, HIPAA-compliant patient records and optimize daily office workflow.
- Served as the primary point of contact for patient communication, leveraging AI-assisted formatting tools to build clear patient intake materials and improve front-office response times.

Tata Elxsi

User Studies Operations Project Manager | Santa Clara, CA

Nov 2024 – May 2026

- Coordinated multi-site day-to-day operations, streamlining schedules, cross-functional communications, and logistics for large study teams.
- Validated operational workflows using Copilot to refine specifications, synthesize stakeholder requirements, and secure end-user acceptance before deployment.
- Managed critical system issue escalations, maintaining seamless communication across internal leadership and external stakeholders.

Career Break

Caregiving | Pompano Beach, FL

May 2024 – Oct 2024

- Coordinated appointments, insurance communications, medical records, and care plans for family members during major health events.
- Developed firsthand, deep insight into patient and caregiver navigation challenges, directly informing current digital health accessibility initiatives.

Voxelmaps

User Studies Operations Manager | San Francisco Bay Area

Mar 2023 – Apr 2024

- Designed real-time dashboards and data visualizations in Canva and Excel to track project performance, participation metrics, and operational KPIs.
- Identified process bottlenecks and deployed standardized operational documentation, significantly reducing project delays and enhancing transparency.
- Oversaw participant scheduling and synthesized study results into polished, executive-level reports for key stakeholders.

Tech Mahindra

User Studies Project Manager | Burlingame, CA

May 2022 – Mar 2023

- Directed user study coordination and participant pipelines across full project lifecycles, delivering comprehensive findings to executive leads.
- Led change management initiatives across cross-functional teams, leveraging clear visual presentations and documentation to secure stakeholder buy-in for new operational systems.

User Studies Site Manager | Pasadena, CA

Aug 2021 – May 2022

- Oversaw end-to-end onsite operations and logistics for high-volume user sessions, creating standardized workflow documentation to streamline daily facility execution.
- Onboarded and trained team moderators, building optimized schedules and establishing operational compliance standards.
- Maintained systematic record-keeping and data logs, enforcing strict adherence to operational protocols and facility security guidelines.

Transdev

Fleet Deployment Specialist | San Francisco Bay Area

May 2021 – Aug 2021

- Coordinated vehicle deployment schedules and driver assignments across multiple locations to support smooth operational flow.
- Tracked real-time fleet status and communicated key updates to field teams to maintain schedule adherence and keep daily operations running on time.

*Self-Driving Vehicle Operator | San Francisco Bay Area**Mar 2021 – May 2021*

- Monitored autonomous vehicle behavior on live public routes, maintaining constant readiness to ensure passenger and public safety.
- Logged detailed trip data and compiled structured incident/issue reports for engineering and operations teams.

Tech Mahindra

Lead User Study Moderator | San Diego, CA

Aug 2020 – Feb 2021

- Facilitated end-to-end user research sessions, ensuring precise data collection, high participant engagement, and structured documentation.
- Standardized participant onboarding guidelines to improve study compliance and data fidelity.

EDUCATION**San Jose State University | San Jose, CA**

M.S. in Health Informatics | In Progress

Aug 2028

Golden Gate University | San Francisco, CA

B.S. in Business - Operations & Supply Chain and Psychology | Graduated

Aug 2021

CERTIFICATIONS

- Six Sigma Green Belt Certified - Management & Strategy Institute Jun 2026
- Medical Office Manager Certificate - Johns Hopkins University via Coursera May 2026
- HIPAA Awareness Certified - American Health Training Mar 2026 – Mar 2028