

AOIFE CULLEN

San Jose, CA | (408) XXX-XXXX | aoifemccullen@gmail.com | www.linkedin.com/in/aoifecullen3

CAREER OVERVIEW

Medical Assistant with 7 years of experience in high-volume healthcare settings and a strong background in care coordination, patient advocacy, and administrative support. Recognized for improving workflows, team communication, and patient service excellence. Completing a B.S. in Public Health to transition to healthcare leadership and administration roles.

EDUCATION

B.S. Public Health Dec 2025
San Jose State University, San Jose, CA
Finishing a Bachelor of Science degree in Public Health.

Certificate, Digital Marketing Oct 2022
UC Berkeley, Berkeley, CA
Gained a foundational knowledge of digital marketing practices and familiarity with marketing tools.

A.S. Healthcare Technologies May 2018
West Valley College, Saratoga, CA
Obtained an Associate's Degree with a Medical Assistant certificate.

SKILLS

- Program planning & implementation
- Data analysis and health metrics through applications including Epic and Excel
- Health communication
- Community needs assessment
- Cultural competency
- HIPAA compliance and healthcare privacy standards

RELEVANT EXPERIENCE

Medical Assistant | Kaiser Permanente - Oncology Department, SF Bay Area, CA Feb 2025 - Present

- Promote continuity of care and patient engagement through outpatient support and communication across care teams.

- Field up to 70 daily incoming calls from patients, assist providers with clinical procedures (e.g., bone marrow biopsies), prepare exam rooms, and schedule follow-up care to support comprehensive treatment delivery.

Summer Intern | San Francisco Department of Public Health, San Francisco, CA Jun 2025 - Aug 2025

- Completed 120+ hours interning with the SFDPH Population Health Division, contributing to workforce development programs and training initiatives within the Center for Learning and Innovation.

- Designed and standardized training curriculum for SHARP scholars to enhance program structure and learner experience.
- Applied WCAG 2.1 Level AA and San Francisco Language Access Ordinance guidelines to improve accessibility, advance equity, and incorporate inclusive communication in program materials and website updates

Medical Assistant | Kaiser Permanente - Regional Perinatal Center, Cupertino, CA May 2019 - Feb 2025

- Served as MA team leader, identifying workflow efficiencies and driving initiatives to optimize protocols in collaboration with management.

- Utilized a telehealth platform to enhance continuity of perinatal care and reduce barriers to patient follow-up for Northern California Kaiser members.
- Communicated test results, ordered lab tests and diabetes testing supply kits, scheduled appointments, managed screening reminders, and processed referrals.

ACADEMIC PROJECTS

Proposal to Innovate the Healthcare Delivery System | San Jose State University (SJSU)

Oct 2025

- For SJSU course Healthcare Organization and Administration, conducted in-depth policy analysis on U.S. healthcare delivery gaps.
- Developed a strategic healthcare innovation proposal focused on reducing disparities and improving system performance through expansion of medical respite programs for people experiencing homelessness, workforce training pipelines for marginalized populations, and universal health coverage policy.

Community Service Learning Project | Asian Americans for Community Involvement (AACI)

Oct 2024 - Dec 2024

- Developed a fall-risk prevention program proposal for use by AACI's Senior Wellness Program to benefit 12,000+ older adult clients in San Jose.
- Applied public health frameworks such as the Social-Ecological Model to evidence-based interventions.

COMMUNITY INVOLVEMENT

Board Member | Killarney Farms Swim Center, Santa Clara, CA

Apr 2020 - Dec 2021

- Collaborated on pandemic response plans to ensure safe access to recreational physical activity and promote COVID-conscious community engagement.
- Provided organizational leadership and collaborated with 5 fellow board members to establish long-term business goals, strategies, and policies.

Volunteer, Clinical Staff | RockMedicine, San Francisco, CA

Nov 2016 - Mar 2020

- Delivered free medical services in a non-traditional healthcare setting to attendees of over 25 Bay Area events including music festivals, concerts, and NFL games.
- Completed clinical tasks including wound care, vital sign monitoring, and documentation for up to 150 patients per event.
- Practiced nonjudgmental delivery of care in keeping with RockMedicine's principles of harm reduction and health equity.

Volunteer | Global Brigades, Edinburgh, UK

Jun 2017 - Jul 2017

- Partnered with local community health workers to operate a 3-day medical and dental clinic in rural Honduras.
- Provided triage and assisted care delivery to over 500 residents of an underserved community.