

SHILOH AYALA

Health Data Science MSc student at Emlyon Business School with experience in healthcare operations, reporting systems, and client-facing roles. Strong background in regulated environments and technical communications.

📞 +1 (503) 740 0567

✉ shilohayala@gmail.com

📍 Lyon, France

EDUCATION

EMLYON BUSINESS SCHOOL

Master's of Science
Health Data Science
Expected 2027

PORTLAND STATE UNIVERSITY

Bachelor's of Science
Psychology
Class of 2019

EXPERTISE

Client Relationships

Operations Support

Systems Analysis

Science Communications

Slack, G-Suite, MS Office

Tableau, Excel, SQL

REFERENCES

Mike Conway

OMIC USA
conwaymike99@gmail.com

Sarah Shah

House Nine Wellness
(312) 301 - 7187

Carlie Moon

Erewhon
(903) 286 - 8552

PROFESSIONAL EXPERIENCE

REPORTING SPECIALIST | OMIC | Portland | June 2024 - May 2025

Document generation and management, main line for report queries.

- Oversees the reporting process from finalized laboratory results to client deliverables.
- Generates and issues reports and export certificates to clients, verifying information for accuracy and consistency.
- Monitors testing, validation status, and report due date on LIMS, utilizing this information to answer client queries for reporting.

OPERATIONS ASSOCIATE | House Nine | Portland, OR | March 2023 - June 2024

Communications and operations role with a focus on client experience.

- Communicating care plans, insurance processes, and booking needs to clients. Working knowledge of HIPAA regulations.
- Care plan and insurance documentation processes, and clinic schedule management. On-site liaison for provider needs.
- Long-term project management covering operational refinements and consumable product development and distribution.
- Communications, including website copywriting, social media, and biweekly newsletters.

NUTRITION SPECIALIST | Erewhon | Los Angeles, CA | Feb 2022 - March 2023

Sales and community engagement within the wellness department.

- Adaptive and authentic customer service. Built lasting relationships with regulars, brand representatives, and community members.
- Educated fellow staff and clients on safety in the supplement industry and evidence-based holistic health behaviors.
- Inventory management, phone communications, and staff training.

GUEST EXPERIENCE MANAGER | Urban Waxx | Portland, OR | April 2020 -2021

Administrative and client care roles in the holistic aesthetics industry.

- Cross-team communications and document management in G-Suite.
- Customer service, calendar management, and fielding client inquiries.
- Orchestrated daily operations between guests, estheticians, and management teams.
- Communicated and enforced COVID-19 protocols with guests and staff.