

# Amy Richardson, MSW, MPH

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## PROFESSIONAL PROFILE

*Accomplished researcher, writer, and administrator with over 10 years of experience in the health industry serving a diverse range of players and topics including national health programming.*

With an advanced degree in public health and honed practical experience with the intersection between government, health, and commerce, I predominantly served in the national health nonprofit sector, with particular emphasis on grant objectives and community outcomes. Having worked across a broad range of health industry sectors, I have been responsible for many aspects of health programming including budget management, staff/team coordination and supervision, data analysis and reporting, customer/client service, resource identification and utilization, and partnership building.

## CORE SKILLS

- Creative thinking with a dynamic POV
- Adept trend spotting
- Health research and analysis
- Expansive medical and health writing
- Autonomous leadership
- Client-facing communications
- Empathetic problem-solving
- Health systems approach

**Microsoft Office** (Word, PowerPoint, Excel, SharePoint) | **Google** (Drive, Forms, Sheets, Slides) | **Mac Apps** (Keynote, Pages, Numbers) | **Video Editing** (iMovie, Premiere) | **Style Guides** (AMA, APA, MLA) | **Photoshop** | **Content Management Systems**

## CAREER SUMMARY

### CURRENT

#### Contact Tracer Supervisor

Adecco (Deloitte)/Remote

June 2020 - Present

- Work with states to supervise Contact Tracing and Tracking Center call-center agents focused on COVID-19 and fulfill all deliverables connected to encouraging US residents to quarantine after being exposed to the coronavirus. Supervise staff of ~15 home-based, virtual call center agents with duties that include quality assurance alignment, coaching, training, time off approvals, and payroll processing.

### ENTREPRENEURIAL

#### Medical Writer and Content Expert

ContentWriters/Remote

August 2018 - June 2020

- Write reviews of peer-reviewed medical and other health-related research for a large client. Adhere to style guide and research protocols as specified by client.

#### Healthcare Specialist/Research Strategist

Wonder

Remote

June 2017 - June 2020

- Proposed and conducted secondary research for a variety of large consulting and marketing firms. Reviewed completed peer projects to ensure correctness and accuracy. Provided technical support to new community members, as available. Participated in quality control and auditing of deliverables. Previously also fulfilled roles as an interpreter and chatter.

## HEALTH INDUSTRY MANAGEMENT

### Program Coordinator

Sunrise Community/Bradenton, FL

June 2015 - November 2015

- Developed and coordinated individualized program plans for individuals with developmental disabilities and their teams. Ensured program and state objectives were met and followed by organization and case managers.

### Project Coordinator

Healthy Start Coalition of Flagler and Volusia Counties/Daytona Beach, FL

October 2011 - July 2012

- Prepared all monthly and monitoring reports for partnership-community grant project. Assisted in the monitoring of grant budgets (\$300K, 1-year grant). Oversaw the management of all program deliverables. Assessed community for potential partners and built those relationships. Developed and monitored programmatic contract deliverables. Participated in the launch and development of new community program (parent education/training).

### Scheduler/Head PM Scheduler

Premier Care In Bathing/Daytona Beach, FL

February 2010 - October 2011

- Supervised all activities of schedulers working during evening shift. Participated in the recruitment of staff and provided all training of evening schedulers. Adhered to Premier's policies and procedures in setting sales routes, supporting customer experiences, and assisting sales representatives with their travel and customer needs. Conducted quality control and assurance surveys with staff and customers to ensure all sales objectives were being met. Solved customer, employee and contractor logistic issues and communicated needs to morning shift re: sales routes, customer experiences and needs, and travel planning.

### Project Director

American Association of School Administrators/Washington, DC Metro Area

December 2008 - November 2009

- Directed all day-to-day project functions of the AASA Ready by 21 youth development program. Developed and managed project budgets (\$3M, 3-year grant) and adhered to organizational protocols. Coordinated the activities of all staff and consultants. Maintained a tracking system for all project deliverables and reports. Represented AASA at external educational, youth development, and public health meetings. Provided technical assistance to members regarding indoor air quality regulations.

### Senior Research Associate

The George Washington University/Washington, DC Metro Area

January 2007 - November 2008

- Participated in development and implementation of communications, dissemination, and marketing strategies. Served as assistant editor of electronic newsletter. Researched and wrote articles for website content, printed materials, brochures, reports and booklets.

### Senior Program Coordinator

American Society of Clinical Oncology/Washington, DC Metro Area

October 2005 - January 2007

- Created branding-focused, committee-approved clinical tools and resources derived from ASCO clinical practice guidelines. Wrote executive summaries, news articles, and presentations for medical audiences. Developed internal and external dissemination strategies to enhance physician implementation of guideline recommendations. Proofed guidelines accepted for publication in the Journal of Clinical Oncology. Provided basic research support including first abstract screen and literature search/analysis (Medline/Pubmed, Cochrane). Facilitated product review by association stakeholders and medical experts. Conferred with medical experts and colleagues for tool accuracy and clarity.

#### **Associate/Consultant, Medicaid and State Policy**

National Association of Children's Hospitals/Washington, DC Metro Area

December 2003 - February 2005

- Developed succinct memoranda, fact sheets, tables, presentations and website information. Identified child healthcare policy information needs and responded to member hospital, congressional, and public inquiries with information collection, analysis, and written reports.

#### **Associate Program Manager**

American College of Obstetricians & Gynecologists/Washington, DC Metro Area

October 2001 - September 2003

- Wrote, edited, and coordinated production and distribution of publications, including a quarterly newsletter. Managed liaison activities of state health organizations including development of strategies to involve national organizations in member community-based program activities. Provided outreach and technical assistance at conferences and through website marketing. Facilitated networking objectives by connecting relevant experts with information seekers.

#### **Senior Health Information Specialist/Team Leader**

Analytical Sciences, Inc./Washington, DC Metro Area

August 2000 - October 2001

- Edited and quality-controlled written abstracts for health resource databases. Responded to written and oral inquiries from consumers and health professionals. Managed database record development. Coordinated and assisted in database trainings of permanent and temporary staff.

## **SOCIAL WORK**

#### **Case Manager**

Family and Medical Counseling Service/Washington, DC Metro Area

March 2000 - August 2000

- Provided case management and support to people living with HIV/AIDS.

#### **Social Worker**

Silver Spring Community Vision/Washington, DC Metro Area

February 1999 - March 2000

- Provided outreach and supports to people dealing with homelessness, mental illness, and drug addiction.

#### **Therapy Intern**

YWCA Rape Crisis Program/New Orleans, LA

January 1997 - December 1997

- Provided counseling support to children and adolescents dealing with sexual assault.

## **EDUCATION**

**Master of Fine Arts (ABD)** — University of Tampa/Creative Writing-Nonfiction, (2012-2014)

Emphasis on creative nonfiction essays, memoirs, and publishing industry.

**Certificate** — American Medical Writers Association, (2006)

Core certificate concentration: Medical editing/writing.

**Master of Public Health** — Tulane University/School of Public Health & Tropical Medicine (1998)

Maternal & Child Health, emphasis on program development and design.

**Master of Social Work** — Tulane University/School of Social Work, (1997)

Clinical Social Work, emphasis on counseling and qualitative research.

**Bachelor of Arts** — Tulane University/Newcomb College, (1996)

Psychology, emphasis on quantitative research, with additional course work at the University of Ghana at Legon in Accra, Ghana.

## PROFESSIONAL WRITING (SELECTED)

- 9 Tips For Coping With Christmas Anxiety (8fit, 2019)
- Aspirin-Sensitive Asthma Linked to Sinus Problems During Menstruation (Haymarket, 2019)
- Risk for and Incidence of Gout Flare Increases With Hospitalization (Haymarket, 2019)
- Atrial Fibrillation, High Bleeding Risk, and Contraindications to Warfarin (Haymarket, 2019)
- Variceal Band Ligation Feasible for Cirrhosis Treated With Anticoagulants (Haymarket, 2019)
- Dual Diagnosis Detox With PTSD (Content Writers, 2018)
- Pretreatment Drug Resistance Testing Optimizes Antiretroviral Therapy (Haymarket, 2018)
- Entecavir Associated With Later Virological Relapse Than Tenofovir (Haymarket, 2018)
- Tumor Aggressiveness Best Survival Predictor of HCC in HIV/HCV Population Haymarket, (2018)
- Occasional Heavy Drinking Muddles Workplace Productivity (GWU, 2007)
- ASCO Guidelines Highlight New Strategies for Breast Cancer Surveillance & Trastuzumab Therapy (In Press: ASCO News & Forum; January 2007)
- Evidence-Based Consensus and Multidisciplinary Collaboration Inform Development of ASCO Clinical Practice Guidelines (ASCO News & Forum; October 2006)
- Recently Released ASCO Guidelines Highlight Survivorship and Supportive Care (ASCO News & Forum; July 2006)
- ASCO Clinical Practice Guideline Summaries (Journal of Oncology Practice, July 2006-May 2007)
- Drug, Dose and Schedule Table for Antiemetic Regimens (Journal of Oncology Practice, June 2006)
- Risk Vs. Reward: California's Children's Hospitals Took a \$4.7M Gamble to Secure \$750M in State Bonds (Children's Hospitals Today, Spring 2005)
- FIMR Making Health Communities Happen (NFIMR Editor/ACOG; 2002-2003)
- NFIMR Software User's Guide (ACOG; 2002)