

BENEQUE ELANA COUSIN

OBJECTIVE

To use my technical and social science knowledge to excel in the fields of Healthcare Policy, Business, and Operations. Healthcare Professional with several years of Pharmaceutical/Consumer Quality, Project Management, and Policy Experience.

EDUCATION

Masters of Public Administration

Health Policy & Management – Specialization: International Health

New York University, New York, NY

Bachelor of Science and Engineering

Major: Material Science and Engineering (Biomaterials); African-American Studies

University of Michigan, Ann Arbor, MI

SKILL SET & SPECIALTIES

Six Sigma Green Belt Certified, Site Incident Commander, NYU President's Award of Service -2015, Technical writing skills for cGMP and FDA 211 CFR Compliance environments, EtQ Symphony Non-conformance tracking system, J&J Co-op Recruiter and Mentor, African-American Leadership Committee – Lead Member;

Computer Skills: Word, Power-point, Excel, Visio, Access, Informance, SAP, Minitab, SPSS

WORK EXPERIENCE

Clinical Quality Documentation Improvement Director, Ambulatory Care (April 2017- Present)

Mount Sinai Health System, New York, NY

State & Local Government Advisory - Consultant (August 2016- April 2017)

KPMG Management Consulting, New York, NY

-Supported the business process evaluation and enhancement initiatives for the New York City Authorized Parking Operations (APO) DOT Parking Permit People with Disabilities (PPPD) for NYC, NYS, and Special Permits.

-Evaluated organization design elements and processes including: organizational structure, workflows, business process flows, division of labor, manager/supervisor spans of control, and management systems

-Conducted the data gathering, data analysis, and benchmarking to identify Key Performance Indicators (KPIs) for NYC PPPD for current and future state business processes

Graduate Management Intern for United Nations Population Fund (UNFPA) (September 2015– May 2016)

Quality Management Unit, United Nations, New York, NY

- Managed data and identified trends for UNFPA's Risk Based Management pilot for cash transfers (HACT) for 160+ Implementing Country Partners (IPs) that provide healthcare to women and children around the globe.

- Provided support to the HACT cost-benefit analysis to identify high risk implementing countries and identify areas of opportunity

- Collaborated in implementing the HACT training and communication plan including formatting and quality assuring HACT training documents and presentations

State & Local Government Advisory - Summer Consultant (June 2015-August 2015)

KPMG Management Consulting, New York, NY

- Supported the business process reengineering initiative for the New York City (NYC) Human Resource Administration (HRA).
- Documented the current-state business processes for Supplemental Nutrition Assistance Program (SNAP) and Cash Assistance (CA) processes

- Conducted requirements gathering and policy analysis on Medicaid, SNAP, and CA to support future-state systems integration and business process improvements.

Graduate Research Assistant to Dean Sherry Glied (October 2014 – June 2015)

NYU Wagner School of Public Service, New York, NY

- Conducted health policy research on various domestic and international health policy issues

- Collected and analyzed raw data to identify trends, root causes, and gap analysis of US Drug Shortage information from the FDA, AHSP, and University of Utah Drug Information System

- Identified and presented policy solutions to Dean Glied within an academic report

Quality Engineer III for McNeil Consumer Healthcare (August 2012-September 2014)

Johnson & Johnson, Fort Washington, PA

- Quality Systems Lead Investigator for Non-Conformance and CAPA Investigations. Assess APR, CAPA, and NC data and trends to identify areas of risk and improvement. Solutions implemented to mediate risk and improve compliance.
- On Quality Risk Management team to assess and determine level of compliance and quality risk for McNeil Fort Washington process improvements, NCs, and startup initiatives.
- Completed Greenbelt project focused on the Phase 1 Batch Record Implementation for Fort Washington Plant. Phase 1 includes manual and automated steps using the Wonderware and MES Systems; across the entire process starting from Raw Materials ending in Finished Good Batch Disposition. Required a review and consolidation of content from 100s of documents to establish a process flow for Finished Good Disposition Quality Representative for Credo Action Leadership Team -Work cross functionally with other Business Partners to deliver quality credo-based solutions to FW Plant.

Plant Quality Engineer for Neutrogena Corporation (June 2010 – August 2012)

Johnson & Johnson, Los Angeles, CA

- Led Six Sigma Greenbelt Project addressing Neutrogena's #1 Non-Conformance trend for 2011 Finished Goods. The purpose of the project is to reduce the occurrence of defective tube crimp seals that result in a seal not completely closing and/or leaking product within finished goods.
- Provided 3rd shift Plant Quality Support for Manufacturing/Compounding including: Leading investigations on the floor for production issues, Weekly audits of floor paperwork, Initiate investigations and conduct research for Non-Conforming product as a result of in process failures, consumer complaints, etc., Lead trainings to the floor personnel on updated procedures/paperwork, Qualified State/Validation Cleaning Quality Support, Construction and auditing of production batch records
- Support of implementation and functioning of In-Line Labeler Project and Vision System: Defining the control and verification requirements for labeling and packaging operations, New access issuance for the Vision System, Auditing of logbooks

Engineering and Planning Co-Op for Neutrogena Corporation (June 2009- June 2010)

Johnson & Johnson, Los Angeles, CA

- Held weekly and monthly meetings leading Code Attainment and coordinating CAPA projects, took ownership of the Code Attainment Metric and Attainment board
- Led research and execution of prototype equipment/process for Suncare Products' waste reduction project which resulted in Cost Avoidance Savings of \$900,000 for the process
- Supported Engineering team functions including: Job Aides, Routings, Line Layouts and Equipment Efficiency for Tubes and Bottles

Foreign Relations Legislative Intern for Senator Barack Obama (May 2008- August 2008)

United States Senate, Washington, DC

- Facilitated correspondence with Illinois constituents to address US concerns abroad in: diplomacy, immigration, citizenship, and civil rights
- Conducted research on specific foreign relations issues to prepare briefs for use in governmental committees and on the floor of the Senate
- Attended meetings and congressional hearings with the Foreign Relations Committee, Secretary of State, and other congressional committees representing Senator Obama and the people of Illinois

AIIESEC Fellowship Internship (June 2007- August 2007)

Language Education Center, Shanghai, China

- Developed and deliver classes teaching English and Engineering for Chinese Students ages 12-20
- Communicated the differences between American and Chinese Culture through different learning and cultural activities
- Taught students how to research and engage in constructive dialogue on current political and social issues in China

Intel Scientific Engineering Research Fellowship Internship (April 2006 – December 2006)

Ann Arbor, MI

- Developed a Hydrogel Interface for neural and cochlear prosthetics in the development of treatment for neurological diseases
- Create a polymerized/conductive neural probe (PEDOT) simulating electron activity in Brain
- Research published in [Indwelling Neural Implants: Strategies for Contending with the In Vivo Environment](#) Reichert, William M c.2008

ADDITIONAL ACTIVITIES

- **Vice Chair**, NYU Wagner Black Student Association
- **Member**, American Society of Quality
- **Member**, National Society of Black Engineers (New York Alumni Chapter)
- **Recitation Instructor**, New York University Wagner

[References available upon request](#)