

Sydney M. Cooper, MPH

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1100 Webster St. Oakland, CA 94607

PROFILE

Results driven individual, dedicated to finding creative solutions that aid organizations in continuous innovation through user centered research and design

EDUCATION

Boston University School of Public Health

Boston, Massachusetts

Master of Public Health in Healthcare Management:

Graduated December 2018

Awards: APEX Scholarship Recipient; Santander Grant Recipient

Howard University

Washington, D.C

Bachelor of Science in Healthcare Administration, Cum Laude:

Graduated May 2017

Awards: 4-year Legacy Scholarship; 4-year Division 1 Athletic Scholarship; CCSA All Academic; The Award for Community Service and Leadership

RELEVANT EXPERIENCE

Blue Shield of California, Oakland CA

April 2022 – Present

Sr. UX Researcher and Designer

- Leading the development and analysis of user research in support of Blue Shield's strategic innovation initiatives
- Supporting the design of internal sites and blue shield products with a focus on interaction design and accessibility

Kaiser Permanente Health Plan, Oakland, CA

January 2021 – April 2022

Strategic Market Planning and Execution Consultant

- Supported the development of a 5-year National Strategy Roadmap and initiative inventory
- Managed the overall program and project structure for a Multi-State accelerated membership growth plan

Deloitte & Touche LLP, Boston, MA

January 2019 – January 2021

Risk and Financial Advisory Consultant

- Provides risk consulting to large healthcare clients
- Collaborates with teams to develop creative solutions, communications, and adoption techniques for large healthcare clients

Blue Cross Blue Shield of Massachusetts, Boston, MA

May 2018 – August 2018

Corporate Strategy Summer Associate

- Analyzed, articulated, and presented competitive intelligence to develop, inform and drive company strategies
- Organized and evaluated current wellness programs
- Developed content for an Opioid Toolkit resources website

Boston Medical Center, Boston, MA

January 2018 – May 2018

Telemedicine Project Consultant

- Analyzed the usefulness of telemedicine in an Accountable Care Organization
- Performed a SWOT analysis of Boston Medical Center's Accountable Care Organization
- Planned implementation of telemedicine use cases

Amgen Inc., West Greenwich, RI

May 2015-August 2015

Cross-Site Quality Intern

- Piloted the creation of a tool to ease the support employee request process from site to site within the company
- Interviewed company employees to gather and organize an online data set of skills and competencies
- Designed data in an accessible format through SharePoint

LEADERSHIP

- Health Management Student Representative *August 2015-May 2017*
- President of Society of Health Management Students *April 2016-April 2017*
- Community Service Chair for the Howard University Swim Team *August 2014- May 2017*

CERTIFICATIONS/ SKILLS

- Figma
- SharePoint
- UXC from Neilson Norman Group
- Userzoom Advanced Certification
- Google Certification: Conduct UX Research and Test Early Concepts