

Chris Suresh

Chandler, AZ | 945-444-2136 | chris.suresh7@gmail.com

PROFESSIONAL SUMMARY

Healthcare and operations professional with experience in patient care support, healthcare operations, military leadership, and cross-functional coordination in fast-paced environments. Skilled in clinical documentation, patient communication, workflow coordination, compliance, and team collaboration. Experienced supporting patient-focused environments while maintaining high standards of safety, accountability, and operational efficiency. Currently pursuing a Master of Healthcare Administration (MHA) at Arizona State University.

CORE COMPETENCIES

Patient Care Support • Healthcare Operations • Clinical Documentation • Regulatory Compliance • Electronic Documentation • Team Collaboration • Patient Communication • Operational Coordination • Workflow Efficiency • Leadership • Safety & Compliance • Process Improvement • Cross-Functional Collaboration • Problem Solving

EDUCATION

Arizona State University – Downtown Phoenix, AZ
Bachelor of Science in Health Administration and Policy
Dean's List: Fall 2024, Spring 2025, Fall 2025, Spring 2026

Master of Healthcare Administration (MHA) – In Progress

PROFESSIONAL EXPERIENCE

U.S. Army — Sergeant (Active Reserve Duty) | Aug 2022 – Present

- Lead and mentor Soldiers in high-pressure operational environments while maintaining accountability, readiness, and compliance with military standards.
- Coordinate logistics, supply management, and operational support within a field hospital setting to support mission readiness and patient support operations.
- Conduct training sessions focused on communication, safety procedures, emergency preparedness, and operational standards.
- Monitor team performance, identify operational gaps, and support workflow improvements to enhance efficiency and accountability.
- Awarded the Army Achievement Medal for leadership, professionalism, and operational excellence.

DoorDash — Fraud Analyst | Tempe, AZ | Sept 2024 – Present

- Support high-volume operational workflows while maintaining accuracy, documentation standards, and service quality outcomes.
- Collaborate with cross-functional teams to resolve escalations, improve operational efficiency, and support positive customer experiences.
- Maintain CRM documentation, reporting, and compliance with internal operational procedures and quality standards.
- Analyze workflow trends and operational issues to support process improvement initiatives and reduce resolution delays.

Fresenius Kidney Care — Hemodialysis Technician | Mesa, AZ | Apr 2020 – Aug 2021

- Supported daily patient care operations for multiple patients per shift while ensuring adherence to healthcare safety and infection-control standards.
- Monitored treatment performance, patient conditions, and machine functionality while escalating abnormalities to nurses and healthcare teams.
- Maintained accurate patient documentation and coordinated closely with nurses and clinical staff to support continuity of care.
- Delivered compassionate patient-focused support while helping maintain efficient clinic operations in a fast-paced healthcare environment.

DaVita Dialysis — Hemodialysis Technician | Chandler, AZ | Aug 2021 – Oct 2021

- Delivered patient-focused support in a fast-paced clinical environment while addressing patient concerns professionally and compassionately.
 - Maintained compliance with safety standards, operational procedures, infection-control protocols, and documentation requirements.
 - Collaborated with healthcare teams to support safe and effective treatment operations and positive patient experiences.
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CERTIFICATIONS

CPR, Basic First Aid, and AED • Army Firefighter Safety Training • Combat Training • Safety Orientation Training

LANGUAGES

English • Hindi