

Arielle K. Susanto

Berkeley, CA | ariellesusanto@berkeley.edu | (510) 604-2212 | [LinkedIn](#)

PROFESSIONAL SUMMARY

MPH candidate at UC Berkeley (Health Policy & Management) focused on healthcare operations, process improvement, and AI-enabled workflow optimization. Experienced in managing cross-functional projects, prioritizing high-impact initiatives, and translating strategy into execution. Strong track record of breaking down complex systems, building prototypes, and improving operational workflows across healthcare settings.

EDUCATION

University of California, Berkeley Berkeley, CA
Master of Public Health (MPH), Health Policy & Management — *Expected May 2027*
Bachelor of Arts, Public Health | Minor: Global Poverty and Practice

PROFESSIONAL EXPERIENCE

Blue Shield of California Feb 2026 – Present
Graduate Consultant, Agentic AI Strategy

- Designed a scoring rubric to evaluate and prioritize AI use cases across payer operations, narrowing 10+ concepts to 4 high-impact opportunities based on ROI, feasibility, and operational complexity.
- Identified and mapped end-to-end implementation workflows for prioritized use cases, including dependencies across product, data, and operations teams.
- Developed operational rollout strategies and success metrics for AI deployment in workflows such as prior authorization and claims processing.
- Built a working prototype of a multimodal AI agent system, demonstrating how agents interact across workflows (e.g., Q&A, document processing, voice input) to reduce administrative burden.
- Presented recommendations and prototype demonstrations to director and VP-level stakeholders, translating strategy into actionable execution pathways.

Institute on Aging (IOA) Feb 2026 – Present
Graduate Analyst, ECM Evaluation

- Leading development of a qualitative evaluation plan using the RE-AIM framework, owning project timelines, deliverables, and stakeholder coordination.
- Designed and implemented interview protocols for vulnerable populations, including high utilizers and disabled individuals.
- Managed recruitment pipeline and logistics to ensure timely execution of project milestones.
- Partnering with IOA leadership to align evaluation outputs with program goals and support continuous improvement of care delivery processes.

UC Berkeley — Apte Research Group Mar 2025 – Aug 2025
Research Assistant

- Coordinated multi-site field operations across diverse environments, ensuring standardized data collection processes and execution reliability.

- Built and maintained structured datasets to track performance trends and support operational decision-making.
- Conducted data analysis (Python, R) to identify time- and location-based patterns.
- Translated findings into clear, actionable insights for stakeholders and reporting needs.

Siloam Cancer Hospital

June 2024 – Aug 2024

Health & Safety Intern

- Conducted hospital-wide operational audits, identifying process gaps and tracking corrective actions across departments.
- Supported Joint Commission International (JCI) accreditation by standardizing compliance workflows and documentation systems.
- Collaborated with cross-functional teams to resolve operational issues and improve system reliability.
- Synthesized technical documentation for leadership, enabling efficient decision-making and compliance tracking.

TECHNICAL PROJECTS

Health Canopy — AI Platform for Hospital Inventory Optimization

- Built an end-to-end AI prototype to improve inventory operations, reduce waste, and prevent stockouts across hospital systems.
- Designed predictive analytics and real-time tracking to support operational efficiency in supply chain workflows.
- Developed automated reorder recommendations aligned with clinical and operational constraints.

Provider Connect — Multidisciplinary Patient Summary Platform

- Developed a shared patient summary system to improve coordination across care teams and reduce workflow inefficiencies.
- Designed role-based access controls to balance information sharing and privacy compliance.
- Focused on reducing administrative burden and improving clinical communication workflows.

SKILLS

- Healthcare Operations & Process Improvement
- Project Management & Cross-Functional Coordination
- Data Analysis: Excel/Google Sheets (advanced), SQL (working knowledge), Python/R (basic)
- Performance Metrics & Workflow Optimization
- Audit, Compliance, and Documentation Systems