

# Myles E. Fiatsi

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## OBJECTIVE

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Results-driven healthcare professional and current MBA candidate with hands-on experience in facilities management, acute care, and Medicare product strategy. Skilled in market research, data analysis, and cross-functional collaboration, with a strong commitment to improving health outcomes through innovative, data-informed solutions in the healthcare industry.

## EDUCATION

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| <b>East Carolina University</b><br><i>Master of Business Administration - Business Analytics</i> | Greenville, NC<br><i>Expected May 2026</i> |
| <b>East Carolina University</b><br><i>Bachelor of Science in Exercise Physiology</i>             | Greenville, NC<br><i>December 2021</i>     |

## PROFESSIONAL EXPERIENCE

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| <b>Blue Cross Blue Shield of North Carolina</b><br><i>Medicare Product &amp; Market Strategy Intern</i>   | Durham, NC<br><i>May 2025 - July 2025</i>       |
| <ul style="list-style-type: none"><li>• Led a capstone project analyzing government markets and Medicare engagement strategies for Blue Neighborhood Stores, utilizing research, stakeholder interviews, and data-driven insights.</li><li>• Conducted market research to identify trends, opportunities, and competitive dynamics in the government healthcare sector.</li><li>• Analyzed Medicare product performance and market data to support strategic decision-making and enhance offerings.</li></ul>   |   |
| <b>UNC Health Care</b><br><i>Facilities Operations Coordinator</i>  | Chapel Hill, NC<br><i>June 2024 - May 2025</i>  |
| <ul style="list-style-type: none"><li>• Manage daily facility operations for Wellness Centers, overseeing safety, equipment maintenance, and vendor coordination</li><li>• Conduct safety audits and inspections, ensuring compliance with state and federal regulations</li><li>• Develop and update facility operational manuals and train staff on safety and compliance procedures</li><li>• Serve as point person for complex customer service issues and administrative tasks</li><li>• Assist with fitness software management, budget preparation, and expense control strategies</li></ul> |   |
| <b>UNC Health Care</b><br><i>Rehab Therapy Aide</i>   | Chapel Hill, NC<br><i>June 2022 - June 2024</i> |
| <ul style="list-style-type: none"><li>• Assisted therapists with patient treatment and mobilization</li><li>• Analyzed patient medical histories and assessed exercise-related risks</li><li>• Maintained meticulous records of patient treatments and activities</li><li>• Conducted environmental care audits and performed non-clinical patient care tasks</li></ul>   |   |
| <b>YourCareerGuidance, LLC</b><br><i>Founding Partner</i>   | Remote<br><i>February 2023 - November 2023</i>  |
| <ul style="list-style-type: none"><li>• Developed company's strategic direction and business plan</li><li>• Built and maintained relationships with stakeholders, clients, and partners</li><li>• Gained experience in adapting to changing circumstances and creative problem-solving</li></ul>  |   |
| <b>Costco Wholesale</b><br><i>Front End Sales Lead</i>  | Apex, NC<br><i>June 2018 - June 2022</i>        |
| <ul style="list-style-type: none"><li>• Liaised with managers and vendors to oversee merchandise status and sales promotions</li><li>• Managed product returns and maintained accuracy of product signage</li></ul>   |   |

## CERTIFICATIONS & SKILLS

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**Healthcare Certifications:** ACSM Certified Exercise Physiologist, ACLS, BCLS, Adult and Pediatric First Aid/CPR/AED, NASM Certified Personal Trainer  
**Data Analytics Proficiency:** Introduction to Data Analytics, Data Visualization with Excel and Cognos, R Programming for Data Science  
**Software Skills:** Microsoft Office Certified, Excel Basics for Data Analysis  
**Facility Management:** Certified Pool Operator certification

## ADDITIONAL EXPERIENCE

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**Student Athletic Training Intern:** East Carolina University — Aug 2021 - Dec 2021  
**Intern:** Back In Action Physical Therapy — May 2021 - Aug 2021  
**Ticket Master:** Regal Cinemas — Apr 2017 - June 2018  
**Volunteer:** UNC Healthcare, Chapel Hill — June 2015 - Aug 2017

## SKILLS AND ABILITIES

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**Facility Operations Management:** Expertise in overseeing daily operations, safety compliance, and risk assessment.  
**Staff Management:** Proficient in supervision, scheduling, and team collaboration.  
**Financial Acumen:** Experience in budget management and expense control.  
**Customer Service Excellence:** Strong skills in conflict resolution and enhancing customer satisfaction.  
**Data Analysis:** Competent in data analysis and visualization for informed decision-making.