

Amun T. Ra

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Professional Summary

Results-driven Healthcare Operations Leader and IT/Cybersecurity student with over 15 years of experience in supervision, logistics, and process improvement. Proven track record in managing high-volume patient throughput, emergency response protocols, and multi-disciplinary teams in a Level 1 Trauma Center environment. Expert in operational safety, staff development, and data-driven productivity management.

Professional Experience

VCU Health System | Richmond, VA | **Sept 2016 – Present**

Supervisor of Patient Transportation (Sept 2021 – Present)

- **Operational Oversight:** Direct daily operations for radiology and patient transport, ensuring seamless patient flow and safety across specialized units including MRI, Cardiology, and the ED.
- **Safety Leadership:** Manage departmental responses to medical emergencies (Code Blue, Rapid Response, MTP); oversee MRI safety compliance and staff certifications.
- **Data & Performance:** Analyze productivity statistics and spreadsheets to identify trends, optimize staffing levels, and improve departmental throughput.
- **Team Development:** Facilitate daily safety huddles and weekly "Ram Walks" to boost morale; manage the full employee lifecycle including hiring, quarterly reviews, and progressive discipline.
- **Crisis Management:** Coordinate with Bed Management to mitigate hospital diversions during high-census periods and emergencies.

Dispatcher / Trainer (Feb 2018 – Oct 2021)

- Prioritized and dispatched critical transport for intensive care and procedural areas.
- Assumed supervisory duties in the absence of leadership, maintaining policy compliance.

Patient Transport Tech I (Dec 2016 – Feb 2018)

- Executed safe patient transfers and medical equipment delivery utilizing BEEP safety tools.

Fast Auto Loans, Inc. | Branch Manager | June 2013 – Sept 2016

- Managed all branch operations, including profit/loss responsibility, loan underwriting, and state/federal regulatory compliance.
- Led business development initiatives, exceeding performance targets through aggressive marketing and customer retention strategies.
- Directed the end-to-end collection and repossession process while maintaining confidential customer records.

Rent-A-Center, Inc. | Assistant Store Manager | June 2009 – June 2013

- Supervised showroom operations and account management, consistently meeting weekly collection standards and revenue growth targets.
- Trained coworkers in sales techniques and promotional strategies to maximize store profitability.

Technical Proficiencies

- **Healthcare Systems:** EPIC, TeleTracking XT, Cerner PowerChart, Orchestra, Vocera.
- **IT & Security:** Linux (Ubuntu, AlmaLinux), Docker, Ansible, Prometheus/Grafana monitoring.

Education

ECPI University | *B.S. in Computer & Information Science: Cybersecurity* (In Progress)

VCU Health System | *Leadership Development Series* (2019)

- Emotional Intelligence | Leadership Essentials | Crucial Conversations

Certifications

- **NAHTM Certified**
- **NAHTM – CHT – Level 1 Instructor**