

RACHEL WOLFOWITZ

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EXPERIENCE

THE ADVISORY BOARD COMPANY, Washington, DC

Associate Director, EAB Technology

November 2016-Present

Senior Associate Consultant, EAB Technology

July 2014-November 2016

- Lead liaison team between product development and delivery, covering over four major product areas, ensuring development goals align with client needs, creating product-related communication for colleagues and clients, and surfacing critical issues
- Design and implement issue tracking workflows to expedite diagnosis, prioritization, and resolution of hundreds of product development requests; commended by executive vice president, delivery leadership, and product managers for staff time saved
- Support rollout and process improvement for large-scale product upgrades, partnering with data science, user experience, delivery team leads and product management to meet timelines and client expectations
- Serve as primary contact for executive leadership at up to 15 higher education institutions across multiple technology products, overseeing implementation, managing project timelines, and consulting on workflow integration and data analytics
- Earned 1st place in firm-wide competition to increase market share, generating over \$500,000 in first-year NBB
- Led Product Advisory Council discovery team; collaborated with progressive clients to help formulate product roadmap
- Conducted data analysis leading to product-wide data science project; presented client case study for annual firm conference

Senior Analyst, Health Care Research & Insights

December 2013-July 2014

- Helped design survey to improve benchmarking and solicit client input on program development
- Conducted 70 interviews with oncology program leaders; analyzed challenges and identified best practices to create nearly 20 strategic tactics for program improvement; co-developed presentation including 120 teaching slides and actionable toolkits
- Received highest client ratings for national conference presentation (overall value and within each measured category)
- Contributed to secondary research and review of nearly 100 literature sources
- Produced blog posts distributed monthly to 1300 cancer programs, reaching 33% click-to-open rate

WALTER REED NATIONAL MILITARY MEDICAL CENTER, Bethesda, MD

Patient Coordinator, Advanced Arm Dynamics

October 2012-December 2013

- Created new documentation system to streamline team communications, commended by CEO
- Managed and tracked all stages of prosthetic work from documentation to delivery, including component orders, patient fittings, fabrications, and repairs
- Collaborated with lead prosthetists to design patient-centered devices for in-house 3-D fabrication

Research Assistant, Center for Neuroscience and Regenerative Medicine

July 2010-October 2012

- Restructured participant recruitment strategies, more than tripling participant enrollment rates
- Conducted auxiliary analysis comparing advanced imaging results to prior (standard MRI) results
- Collected neuropsychological, demographic, historical, and medical data on hundreds of participants
- Designed databases for storage and analyses using SPSS, Excel, and SaaS applications

EDUCATION

UNIVERSITY OF NORTH CAROLINA, CHAPEL HILL, NC

Bachelor of Arts, with Highest Honors, with Distinction

2005-2009

- GPA 3.77; Major Concentration in Psychology (GPA 3.94); Minor Concentration in French
- University of North Carolina Honors Program; Department of Psychology Honors Program
- Thesis awarded highest honors; Dean's List awarded all four years
- Phi Beta Kappa honor society; Psi Chi psychology honor society

UNIVERSITÉ PAUL VALÉRY, MONTPELLIER, FRANCE

Language and Cultural Studies

Fall 2007

ADDITIONAL INFORMATION

- Technical Skills: JIRA/JQL, SQL Developer, Excel, PowerPoint, Word, Outlook
- Interests: international travel, volunteering with animal and military veterans organizations, assisting with floral design for weddings and events (including the National Symphony Orchestra Gala and the Kennedy Center Honors)