

DIANE NATALIE CRUZ, MHA, PMP

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PROFESSIONAL SUMMARY

Certified Project Management Professional with 9+ years of healthcare experience leading cross-functional teams to deliver projects on time and within scope. Expert in project planning, process optimization, and agile reprioritization to meet evolving business needs. Strong communicator with a track record of streamlining workflows, aligning stakeholders, and driving operational efficiency from initiation through completion.

EXPERIENCE

Senior Project Coordinator, Space & Capital Planning

Memorial Sloan Kettering Cancer Center • New York, NY

March 2024 - Present

- Redesigned and streamlined the estimate request process, improving clarity, efficiency, and alignment with updated capital planning procedures.
- Coordinate and track 250+ capital and space planning projects annually, ensuring alignment with institutional priorities and review procedures.
- Liaise with end-users, Design & Construction, Facilities, and Finance to clarify project scope, priorities, and budgets.
- Maintain dashboards and documentation to monitor project status, approvals, and KPI metrics for leadership reporting.
- Streamline workflows and implement process improvements, reducing project cycle times and improving operational efficiency.
- Support space utilization planning and coordinate field activities, including site verification and installation readiness.
- Manage the annual capital request closeout and resubmission process, ensuring requests meet updated standards and review criteria.
- Facilitate meetings and communications to ensure project documentation supports compliance, transparency, and audit readiness.
- Prepare and present meeting agendas, notes, and action logs that drive informed decision-making among leadership and stakeholders.

Project Coordinator, Perioperative Services

Memorial Sloan Kettering Cancer Center • New York, NY

September 2020 – March 2024

- Spearhead project planning efforts, coordinating activities and tracking progress to ensure alignment with departmental goals and timelines.
- Led a strategic Supply Optimization initiative for Perioperative Services, resolving audit discrepancies and reducing year-end variances.
- Directed implementation of the SPM Instrument Management System across 5 regional sites, standardizing workflows and training 180+ staff.
- Orchestrated a critical software upgrade with IT, Network, and Security teams, minimizing downtime and maintaining operational continuity.
- Oversee Charge Master operations and CPT coding for supplies and procedures, conducting cost analyses to support accurate financial reporting.
- Supervised and trained 4 staff to reconcile 5,500 missing OR billing codes, capturing approximately \$1.7M in additional revenue.
- Implemented the Tissue Program across multiple sites, managing licensing, procurement, training, and compliance with FDA regulations.
- Coordinated installation of medical equipment in 20+ operating rooms, ensuring adherence to safety standards, budgets, and schedules.

Billing Specialist

HackensackUMC • Hackensack, NJ

November 2016 - September 2020

- Produced and analyzed performance reports for Senior Leadership, highlighting key metrics such as case volume, supply utilization, productivity, and cost-to-charge trends.
- Improved billing accuracy and revenue through targeted data analysis and standardized reporting tools, increasing efficiency by 50%.
- Collaborated across clinical and administrative teams to streamline processes, enhance compliance, and support staffing coordination for 400+ employees during the COVID-19 Re-Deployment Plan.

Follow-up Associate, Patient Accounts

East Orange General Hospital • East Orange, NJ

February 2015 - October 2016

- Developed and analyzed financial and operational reports, defining key metrics and insights that informed strategic decisions by Senior Leadership.
- Investigated and resolved complex billing discrepancies across Medicare, Medicaid, and commercial payers, ensuring accuracy, compliance, and timely revenue recovery.
- Created Standard Operating Procedures and led a 5-day training program for 20+ staff, enhancing efficiency, accuracy, and utilization of the hospital's Claims Management System (Gaffey).

EDUCATION

Master Of Healthcare Administration

Seton Hall University • South Orange, NJ • 2019

Bachelor Of Science in Business Administration

Fairleigh Dickinson University • Teaneck, NJ • 2016

CERTIFICATIONS

Project Management Professional (PMP)

Project Management Institute • 2023

SKILLS

Software: MS Office Applications (Excel, Project, Word, PowerPoint), Visio, Smartsheet, SPM Surgical Asset Tracking, EPIC (OpTime & Cardio Pulse), IMS ReadyTracker – Tissue, Helios Inventory Management System

Platforms: MS Teams, SharePoint, Tableau, Power BI

Hard Skills: Agile and Waterfall methodologies, Change Management, Contract Management, Medical Billing & Coding, Data Analysis & Modeling, Fluent speaking, writing, translating Spanish, Financial Management & Analysis, Process Development & Improvement, Project Planning & Management, Software Systems Implementation, Tissue Tracking and Traceability, Vendor Management

Soft Skills: Adaptability and Flexibility, Cross Functional Collaboration, Problem-solving