

KONARK PATEL

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EDUCATION

McMaster University

September 2024 - June 2026

Master's, Digital Health (eHealth)

- Gained expertise in project management, business strategy, machine learning, statistical analysis, and software technologies, applying these skills to eHealth system management, healthcare data analysis, and digital health infrastructure

Lighthouse Labs

Certification, Intro to Data Analytics

- Gained proficient skills in data collection, cleaning, statistical analysis, and visualization using Excel and Tableau to derive actionable insight

PROFESSIONAL EXPERIENCE

Alleviate Physiotherapy

Toronto, ON, Canada

Clinical Administrative Assistant

October 2024 - Present

- Enhanced clinic operations and patient satisfaction by efficiently managing patient schedules, registration, and appointment reminders, and processing claims using Juvonno EMR and third-party billing portals, ensuring seamless customer service.
- Streamlined administrative workflows by assisting in onboarding new patients and maintaining accurate patient records, supporting the Clinic Director in enhancing operational efficiency.
- Improved tracking and approval process by processing claims and tracking approvals through EHC, HCAI, and WSIB portals, ensuring accurate and timely billing.
- Maintained a professional and sanitized clinic environment by preparing and disinfecting treatment rooms and equipment, contributing to high standards of care and safety.

Housing and Conference Services - McMaster University

Hamilton, ON, Canada

Project Assistant

August 2024 - Present

- Successfully managed over 600 applications and logistics by coordinating with departments to manage room bookings and interview schedules during the selection and hiring process for 70 new Community Advisors at McMaster University.
- Enhanced training programs by collaborating with staff to develop sessions and establish hiring criteria, ensuring alignment with HR-approved language and recruitment goals.
- Executed organized Residence Tours by planning and scheduling McMaster Preview Days, creating detailed staffing schedules and managing visitor flow to ensure over 300 prospective students and families experienced a welcoming atmosphere.
- Fostered a positive work environment by supervising and motivating a team of 14 student members, maintaining high morale and efficiency throughout many Preview Days.
- Demonstrated strong organizational skills by managing logistics and staffing for large events, utilizing Excel and Outlook to ensure efficient communication and scheduling.

Lighthouse Labs

Remote

Student Success Coordinator

August 2023 - January 2024

- Streamlined onboarding process for over 200 students in Data Science, Cyber Security, and Web Development boot camps by onboarding and welcoming students, ensuring a seamless environment and fostering strong community ties.
- Enhanced data management efficiency by automating student information transfer from the learning management system through a web extension that transfers data to Google Sheets, improving organizational skills.
- Improved student retention and engagement by conducting one-on-one meetings and collaborating with management to develop tailored support plans, utilizing strong communication skills.
- Fostered community and engagement through weekly online events, enriching the student experience and utilizing excellent organizational skills.
- Facilitated effective communication between students and staff using G Suite, Slack, and Discord, providing excellent customer service support and demonstrating strong verbal and written communication skills.

Housing and Conference Services - McMaster University

Hamilton, ON, Canada

Community Advisor

November 2021 - April 2023

- Enhanced resident satisfaction and academic performance by connecting students with university resources, utilizing strong communication skills to advise on academic and personal matters.
- Improved team readiness and cohesion by delivering interactive training sessions during orientation week, demonstrating excellent organizational skills and team player mentality.
- Fostered a harmonious living environment by resolving resident conflicts through effective conflict resolution, ensuring compliance with university policies and utilizing strong communication skills.
- Increased well-being and sense of belonging among residents by organizing and facilitating community events on mental health and academic/career success, leveraging organizational skills and teamwork.
- Ensured safety and support within the community by monitoring the physical, mental, and social well-being of 30 residents, promptly addressing concerns and reporting issues to supervisors, reflecting strong customer service and communication skills.

Humber River Health

Toronto, ON, Canada

Front Desk Volunteer

October 2020 - January 2023

- Improved patient satisfaction and operational flow by delivering accurate hospital information and navigating patient concerns with professionalism, handling 100–120 inquiry calls per shift using AVAYA telephone software.
- Enhanced communication of patient updates by accessing and retrieving information using Meditech EMR system, ensuring accuracy and maintaining confidentiality protocols.
- Supported hospital operations and increased patient satisfaction by guiding patients, visitors, and staff to ensure a smooth flow of operations.
- Demonstrated strong organizational skills and customer service by utilizing communication skills to handle patient inquiries and provide accurate information during hospital operations.
- Facilitated team collaboration and improved service delivery by working as a team player and collaborating with healthcare staff to resolve patient issues.

Scarborough Health Network

Scarborough, ON, Canada

Student Laboratory Assistant

November 2020 - August 2021

- Ensured uninterrupted lab operations in a high-volume COVID-19 testing environment by managing inventory and shipments, utilizing Excel and strong organizational skills.
- Reduced reporting delays by several hours per week by optimizing specimen tracking processes using Excel, enhancing workflow efficiency in a COVID-19 testing lab.
- Maintained confidentiality, accuracy, and timely reporting of test results by applying strong communication skills to organize and manage secure filing and communication.
- Ensured uninterrupted testing services during peak demand by preparing and assembling COVID-19 testing kits, collaborating with partner facilities like Sunnybrook Hospital.
- Fostered a collaborative work environment in a high-pressure lab setting by exhibiting a team player mentality and customer service skills.

PROJECTS & OTHER EXPERIENCE

ConSoul

Toronto, ON, Canada

AI Application Analyst

February 2025 - Present

- Enhanced caregiver support by developing a proactive AI framework to address caregiver burnout and streamline administrative tasks, by conducting comprehensive qualitative and quantitative research into caregiver burnout and administrative burdens.
- Improved operational efficiency and user engagement by integrating proprietary business knowledge into the AI solution, ensuring alignment with internal processes and facilitating troubleshooting.
- Improved project scalability and performance by evaluating and selecting optimal AI models and cloud infrastructure solutions, balancing cost-efficiency and performance to support pilot launch and future growth.
- Ensured alignment with internal processes and guidelines by integrating proprietary business knowledge into the AI solution, supporting strategic objectives.

T-CARIEM Datathon - [Link to project](#)

Toronto, ON, Canada

Multimodal Sleep Apnea Detection Model

February 2025 - February 2025

- Secured 2nd place in a national-level Datathon by developing a multimodal deep learning pipeline for sleep apnea detection, utilizing project plans and organizational skills to engineer feature extraction from audio, ECG, and nasal airflow data, aligning spectrograms across channels.
- Improved accuracy in sleep apnea event detection to 81.80% by implementing attention mechanisms with pretrained ResNet CNN, optimizing the prediction of the Apnea-Hypopnea Index.

ER Navigator - [Link to project](#)

Toronto, ON, Canada

A Hospital Wait-Time and Triage Tool

December 2024 - January 2025

- Streamlined data processing and user interface updates by integrating live hospital data and travel planning features into the ER Navigator using CoreLocation, SwiftSoup, and Combine, ensuring high-quality customer service.
- Improved patient experience and decision-making by leading a team to implement AI-driven symptom analysis and integrate live hospital data with travel planning features.

Project SleepWise - [Link to project](#)

Toronto, ON, Canada

A Journey into Disrupting Healthcare with Wearable Data

December 2024 - Present

- Facilitated data-driven decision-making for healthcare improvements by implementing a robust data processing system for wearable health data, leveraging advanced technology in health informatics.
- Improved prediction accuracy of sleep quality forecasts by engineering a digital twin using KNN algorithms, integrating wearable device data such as heart rate and activity levels.

SKILLS

Programming: Python, SQL, Postgres, JavaScript, HTML/CSS, PyTorch, pandas, NumPy, Matplotlib, Flask, Seaborn, Scikit-learn, PyCaret, Docker

Healthcare Systems: EMRs, Meditech, Juvonno, FHIR

Project Management: Stakeholder Engagement, Process Improvement, Conflict Management, Project Planning, Change Management, Agile

Interests: Technology & Automation (Developing tools, efficient workflows, and validity testing LLM models), Outdoor Activities (Hiking, Biking, forest bathing; anything with mountains is the vibe)